

STATE

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July/August 2014

MAGAZINE

STEM Support

Department Goes Big
at Major Science Fair

Russian Outreach

Embassy Promotes
Women Entrepreneurs



CONSULAR RADIO

Embassy Kingston hits the airwaves
to answer Jamaicans' visa questions

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Photo by Kathryn Banas



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On The Cover

Photo illustration by Luis A. Jimenez

Post One

BY ISAAC D. PACHECO

We're Hiring!

Before joining *State Magazine's* editorial team in 2004, Bill Palmer enjoyed a rewarding 20-year career as a USIA (and later State Department) Foreign Service officer with overseas postings in China, Peru, Brazil and Nigeria. As a rehired annuitant at *State Magazine*, Bill brought with him a passion for journalism and his years of real-world experience in the fields of communication and foreign policy, which contributed to the publication's evolution over the past decade.

During that time, Bill was a vital link between Civil Service staff in the magazine office and the Foreign Service community whose stories (along with those of our Civil Service counterparts) we seek to share with our readers. His thoughtful, engaging writing and editing has helped to elevate the tenor and quality of our publication, and his Appointments and Obituaries columns and perennial features on Foreign Service Day and Department awards (especially FSN of the Year awards) are widely read and well-regarded.

It is thus with great reluctance, but a bounty of thanks, that we will be seeing Bill off on his next great adventure this September. His upcoming assignment in Central Florida has him tackling some of the state's most pristine links in pursuit of every amateur golfer's greatest aspiration, the scratch game. It is a well-deserved and no doubt fitting second retirement for a man who (by his own account) once requested an assignment in Abuja "because it had the best golf course in West Africa."

As a result, we're looking for a media-minded recent Foreign Service retiree with strong writing and editing skills and a background in PD, Pol or Econ to join our team as a WAE. The ideal candidate thrives in a deadline driven environment where attention to detail is paramount, and relishes engaging on the broad spectrum of issues that the Department handles every day.



This person will be responsible for regularly reaching out to Foreign Service and Civil Service colleagues around the world to solicit stories and photos about the important and interesting things they are doing to help move U.S. diplomacy forward in the 21st century, and will be a contributing member of the magazine's staff here in Washington D.C.

Since this part-time position requires the incumbent to use word processing, spreadsheet and email programs daily, adept computer skills are essential. Those with photography and video experience should note that information on their application.

Interested parties should send their cover letter, resume and contact information via email to statemagazine@state.gov with the subject line: State Magazine WAE. Qualified applicants will be notified by phone or email and their information forwarded to the appropriate personnel in Human Resources. We look forward to welcoming one of our retired Foreign Service officer readers to the *State Magazine* team. ■

Correction: Visual metrics that were omitted from *State Magazine's* June 2014 article "FS Promotions: HR releases analysis of 2013 data" have been added to the digital version of the June issue and printed in full in this issue starting on page 21.



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Submissions

For details on submitting articles to *State Magazine*, request our guidelines by email at statemagazine@state.gov or download them from state.gov/statemag. *State Magazine* does not purchase freelance material.

Deadlines

The submission deadline for the October issue is August 15. The deadline for the November issue is September 15.

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In this five-frame HDR photo, the moon rises over Central Oregon's high desert near Redmond as the late-afternoon sun bathes the landscape in golden light.
Photo by Isaac D. Pacheco

In the News



Participants in the Department's annual Fun Ride gather at the 21st Street entrance to Main State.

Photo by Justin Barlow

DC Bikers Ride, Rain or Shine

The Department's 2014 celebration of the Washington, D.C., area's Bike to Work Day in May began with the distribution of bike maps, coffee and snacks provided by the Office of Facilities Management Services (FMS). Although morning thunderstorms kept all but the most intrepid of bike commuters off their bikes, by mid day the sun came out and a flock of 35 bicyclists left Main State for a Fun Ride around the National Mall.

Event coordinator Mico Miller said a favorite part of the celebration is seeing non-Department employees stop by to say hello and learn more about the Department's efforts for sustainable transportation, which include offering a shower room and subsidized bike care. "We encourage bike commuters to take full advantage of the Bike Subsidy Program," Human Resources Specialist Jamila Gantenbein said as she passed out information.

Bike to Work Day coincided with the five-year anniversary of the Department's complimentary loaner bike program, in which employees can check out bikes from FMS to get to meetings or take a break. Nearly 365 employees and contractors have enrolled, riding almost 5,500 miles, burning 220,000 calories and reducing CO2 emissions by 9,000 pounds (compared with using a taxi). The League of American Bicyclists has recognized the Department's efforts and named it a "Bicycle Friendly Business."

Send your bike commuting stories and photos to StateGDI@state.gov.

U.S. Promotes Non-violence in Niger Delta Region

In April in Nigeria's Bayelsa State, a U.S. delegation led by Assistant Secretary for Conflict and Stabilization Operations Rick Barton and U.S. Ambassador to Nigeria James Entwistle visited the troubled Niger Delta creeks, which were off-limits to visitors for decades, due to militants having destabilized the region.

Bayelsa State Governor Henry Seriake Dickson called it an historic visit. Residents from the community of Nembe provided a spectacular welcome featuring a multi-boat cultural performance and several cannon shots. One prominent Bayelsan, Nigerian President Goodluck Jonathan, happened to be in Yenagoa, the state's capital, and he too extended a welcome.

Three youthful film crews, including one from Nembe, are participating in a Nigerian-led, U.S.-supported initiative that offers an alternative non-violent narrative to Nigerians through mass media and community-government engagement. To mitigate conflict leading up to the 2015 Nigerian general elections, the Bureau of Conflict Stabilization and Operations and the U.S. Consulate General in Lagos initiated the project more than a year ago.

The project's centerpiece is "Dawn in the Creeks," a documentary-style reality TV show that was set to air in July across Nigeria. It follows teams of Niger Delta youths as they make films telling of non-violent transformations and promoting non-violent solutions in the Niger Delta. The filmmakers will participate in screenings and dialogues across the Delta to persuade others to favor non-violence.

During his visit to creeks area, Ambassador Entwistle said the filmmakers have captured the beauty of this locality as well as the challenges it has faced throughout its history.

"We are proud to be supporting their work, we are inspired by the stories of non-violent problem solving and we believe those stories are worth sharing with all of Nigeria," he said. "It is our sincere hope that their voices are heard and that they will chart a positive legacy for the Niger Delta."

To augment the media campaign, the Niger Delta Legacy Board of Advisors and the U.S. Mission will launch diplomatic, community and government outreach activities that build on the momentum generated by "Dawn in the Creeks" and will seek to amplify existing civic advocacy and non-violent problem-solving initiatives to catalyze positive change in the Niger Delta.



Ambassador James Entwistle greets the president of the Federal Republic of Nigeria, Goodluck Jonathan, as Assistant Secretary of State for Conflict and Stabilization Operations Rick Barton looks on.

Photo by News Agency of Nigeria



The band Khumariyaan, from the Center Stage program, performs at Music Mela's opening night in May.

Photo by Jennifer McAndrew

Concert Boosts Pakistani Musicians

Folk, fusion, rock, indie and Qawwali were just a few of the genres represented at Pakistan's first Music "Mela," or "gathering," a three-day festival in Islamabad in May that featured 15 bands, drew more than 3,000 attendees, and offered concerts, workshops and panels.

U.S. exchange program alumni Arieab Azhar, an alumnus of Center Stage (a Bureau of Educational and Cultural Affairs-run music exchange) and Zeejah Fazli, an alumnus of the International Visitor Leadership Program, organized the festival, which the U.S. Embassy in Islamabad funded through a \$55,000 grant. The embassy's public affairs section worked with the Bureau of International Information Programs to facilitate the visit of a senior producer from South by Southwest (SXSW), an annual U.S. music festival that draws more than 2,200 bands from across the world. Embassy support demonstrated the U.S. commitment to creating U.S.-Pakistani music industry ties.

Azhar and Fazli developed Music Mela to celebrate Pakistan's music traditions and address challenges such as the lack of live performance venues due to Pakistan's tenuous security environment, threats against musicians and lack of intellectual property right protections.

"Helping artists reclaim public space through programs like Music Mela supports the mission goals of amplifying messages of peace and tolerance and strengthening civil society capacity to counter extremist rhetoric," said Assistant Cultural Affairs Officer Jennifer McAndrew, who helped with the festival's concept and design.

McAndrew invited SXSW's senior producer Todd Puckhaber to speak at the festival

because she saw Music Mela as "a one-of-a-kind opportunity for SXSW to learn about the remarkable talent and diversity of Pakistan's music scene" and hoped to create "a long-term linkage between Music Mela and SXSW."

Puckhaber plans to invite several Music Mela bands to next year's SXSW festival. "After witnessing these performances, I'm convinced the U.S., and the world, needs to experience Pakistan's incredible musical talent," he said.

Media coverage and the more than 2,000 tweets featuring the #musicmela hashtag spoke of a hope that the festival would continue annually, reviving live performance opportunities for musicians and an increased connection to global music forums.

Visit musicmela.org and [Facebook.com/musicmelaconference](https://www.facebook.com/musicmelaconference), for a complete list of festival performers, workshops and presentations, as well as photos and videos.

Event Promotes Security Cooperation



The UN's chief of security and safety briefs visitors at the UNHQ Security Command Center.

Photo by Thomas Donahue

In a briefing room at United Nations Headquarters (UNHQ) this spring, participants in the Department's International Visitors program learned about one of the world's most complex security operations. They received a briefing from the UN's chief of Security and Safety on securing the UNHQ's sprawling compound, with its 5,000 employees and visiting foreign heads of state and dignitaries.

The 45 law enforcement and security professionals from 38 countries were attending the seventh annual conference on Combating International Crime: Global Cooperation, which was hosted by the New York Program Branch of the Department's Office of International Visitors. Conference partners included the Federal Bureau of Investigation, Fordham University's School of Law and City University of New York's John Jay College of Criminal Justice.

Attendees also visited Madison Square Garden, Penn Station and the Citi Field sports arena, escorted by security officials, and heard discussions on cyber-crime and money laundering from a range of academic, private and government experts.

One speaker, the Department's Deputy Coordinator for Cyber Issues Tom Dukes, moderated a cyber-security challenges panel on issues faced by companies and law enforcement officials. Another, Bureau of International Narcotics and Law Enforcement Affairs (INL) Senior Director David Luna, highlighted opportunities for cooperation with INL through partnerships with U.S. embassies.



Stacy D. Williams, executive secretary of the Office of the Haiti Special Coordinator, briefs attendees regarding pursuing interagency detail assignments and training, while other participants look on.
Photo by Michael Morrison

NSELS Boosts Interagency Collaboration

On May 29, the Foreign Service Institute's School of Leadership and Management brought together participants in the National Security Executive Leadership Seminar (NSELS), the Department's flagship interagency course, for its second annual Capstone Day. The event, which combines the three 2013-14 classes plus alumni, allowed these emerging leaders in the national security community to expand their professional networks, and fostered interagency communication and collaboration.

Jake Sullivan, national security advisor to the Vice President, and Michele Flournoy, former Undersecretary of Defense for Policy, spoke. Sullivan described the world today as an "age of more" — more interagency players, more interconnections and more threats. He said rising leaders must adapt to succeed and noted the "fundamentally human" nature of policymaking, stressing that leaders must reject certainty in policy positions and acknowledge strengths in others' positions. Flournoy reflected on what is required of strategic leaders, including agility, flexibility and continuous learning. On a practical level, she noted that when she acted to improve her staff members' work/life balance, their job effectiveness dramatically improved, especially in the case of those with demanding portfolios.

NSELS alumni led panel discussions on such topics as strengthening partnerships in the private sector, honing leadership techniques for interagency teams, using social media and creating opportunities for interagency detail assignments and training.

NSELS is a course for rising leaders at the FS-01/GS-15/O-6 level from across the government, including the departments of Defense, Justice and Commerce; USAID; and the U.S. Coast Guard. For the first time, NSELS this year also included participants from the National Security Council and Office of the United States Trade Representative.

The NSELS program this year took on key QDDR themes, with discussions on economic security, resource security in fragile states and public/private and state/local collaboration. Speakers from Microsoft, the *New York Times* and the White House, among others, held off-the-record discussions with participants on policy issues.

"The interagency techniques presented in the NSELS course directly tie into my current duties," said participant Stephen Bucher, senior program manager at the Defense Intelligence Agency. "I am positive NSELS will improve my performance and enable me to be more effective with my interagency partners."



The Pakistani arts exchange group poses at a Phillips Collection reception honoring the young artists.

Photo by Attia Nasar

Group Honors PD Professionals

The 2014 recipients of the 17th annual PDAA Award for Achievement in Public Diplomacy (PD) include International Information Programs (IIP) employee Attia Nasar, former Islamabad Public Affairs Officer Ajani Husbands and Rachel Goldberg of The Phillips Collection for their work on a multi-dimensional exchange program called “Pakistani Voices: A Conversation with The Migration Series.” The initiative combined speaker programs, workshops and social and traditional media outreach to connect with more than 375 artists, students, educators and museum professionals in addressing challenging social issues.

Another winner was first-tour PAO Ashley White. In Equatorial Guinea, where independent media are severely restricted, she put together high-impact PD programs on human rights and democracy, including a series of roundtables with students, government officials, civil society representatives and legal, civil rights and election experts. These were the only uncensored fora Equatorial Guinea has had in years, said Ambassador Mark Asquino.

In Saudi Arabia, where programs targeting women and youth are restricted, Cultural Affairs Specialist Naimeh Hadidi built a nationwide network that fosters mission partnerships with women leaders, to support their efforts to battle gender apartheid. “She has almost singlehandedly led U.S. outreach in hard-to-reach remote and ultra-conservative areas, places embassy staff would ordinarily never be able to access,” said Deputy Cultural Attaché Marlo Cross-Durant. A full 41 percent of Mission Saudi Arabia’s nominees to the FY 2014 International Visitors Leadership Program program were female, in part due to Hadidi’s efforts.

Another winner, Morrison Mkhonta, director of the U.S. Embassy in Mbabane, Swaziland’s Information Resource Center, helped some of that nation’s more than 92,000 visually impaired people. Mkhonta helped obtain resources to purchase technology used to translate print materials to braille or audio, launched a training center to help in using the new information tools and played a key role in opening up a world of information that had heretofore not been accessible to many people with disabilities in Swaziland.

PDAA is a volunteer, nonprofit organization of current and former public diplomacy professionals that fosters understanding, recognition and support for public diplomacy through educational and social activities. More information is at www.publicdiplomacy.org.

FSI Launches Volunteer Recruiters Course

The Department’s Volunteer Recruiters have often wondered what career advice to share with those seeking Department of State jobs. FSI’s new Volunteer Recruiters Orientation course (PD 548) addresses that, offering information about the challenges facing those who seek Foreign Service appointments, Civil Service positions, fellowships or internships. First offered in June 2013, the one-day credit class is open to all direct hires and offers an overview of selection processes.

The course responds to changes in selection processes, such as the addition of the Qualifications Evaluation Panel, which gives Foreign Service applicants a “Total Candidate” file review before being invited to the Oral Assessment.

Volunteer Recruiters Orientation offers hands-on experience with the Department’s online career information resources, including the DOSCareers mobile app and the careers.state.gov website, and familiarizes participants with recruitment materials and the Department’s marketing and branding strategy. The Office of Personnel Management presents a USAJOBS session on Civil Service hiring, and current Department interns talk about how they found their way to State. Finally, there’s a mock career fair, during which participants play the role of recruiters explaining career paths to job-seekers, boosting oral communication and interpersonal skills.

PD 548 is offered quarterly, in March, June, September and December. Go to FSI’s reg.fsi.state.gov web-link to register. Class graduates can accompany a local Diplomat in Residence to recruit at career fairs in the Washington, D.C. area.



Cara Conley speaks with a returned Peace Corps Volunteer interested in State Department job opportunities.

Photo by Mark Azua

Cara Conley of the Bureau of Educational and Cultural Affairs applied her new skills as a Volunteer Recruiter at a recent expo for returned Peace Corps Volunteers (PCVs). She said the course opened her eyes to recruitment resources, making her more effective with her fellow returned PCVs. “Volunteer Recruiters are able to share their professional experiences and stay connected to the evolving recruitment climate,” she said.

Janet Miller, a Volunteer Recruiter from the Bureau of Human Resources, has recruited at Georgetown and American universities. “One of the best benefits of the Volunteer Recruiters Orientation and working the recruitment fairs was meeting and getting to know colleagues from different bureaus and backgrounds and learning about their portfolios,” she said. “The course provided a good springboard for working as a recruiter.”

News

Embassy Event Promotes IP Protection

In April, the economic section of the U.S. Embassy in Caracas invited ex-government officials, lawyers, professors and NGO representatives to discuss the protection of intellectual property (IP) in Venezuela.

IP protection allows innovators and artists to reap the full benefits of their inventions and works of art. Industries depend on enforcement of their patents, trademarks and copyrights, and consumers depend on IP protection to ensure they purchase safe, reliable products. Weak protection of IP stifles creativity and limits economic development.

The World Economic Forum's 2014 World Competitiveness Report ranked Venezuela last out of 148 countries in IP protection. Reasons include low motivation, lengthy legal processes, inexperienced judges and insufficient resources.

U.S. patent litigator Diana Santos, a volunteer for a Department initiative that provides IP-related speakers for exchange visitors, joined the embassy's discussion of IP protection via teleconference from New York. She spoke about how her firm coordinates cases with the U.S. Patent and Trademark Office and educates members of Congress on IP issues.

Venezuelan experts at the event gave Santos an overview of intellectual property rights (IPR) in Venezuela, the challenges they face in obtaining patent approvals and enforcement and their delicate relationship with the Venezuelan government. "I had no idea Venezuelan lawyers have virtually no avenue to discuss their concerns with lawmakers," said Santos.

The roundtable discussion, the embassy's first IP event in five years, supported the mission's goals of promoting and protecting the principles of a market-based economy, including private property rights. Some attendees spoke of using the Venezuelan Intellectual Property Association to approach the Venezuelan Patent Office, and others spoke of organizing large-scale outreach events and campaigns. They all agreed with the need for a dialogue with policy makers in Venezuela's national legislature. Participants coordinated an unprecedented visit with the Venezuelan Patent Office's director, a breakthrough that could mark the beginning of substantive communication between the Venezuelan government and the private sector.

"It's all about developing personal relationships with the decision makers," said IP attorney and former International Visitor Leadership Program participant Luis Arevalo. "Venezuelans are open; you meet someone twice and you're already *chamos* (friends)."



Paula Troconis, president of the Venezuelan-American Chamber of Commerce's Committee on Intellectual Property Rights, gives attendees an overview of the IPR situation in Venezuela.

Photo by Manuel Peralta



The Embassy Nairobi GSO warehouse team gathers in front of the warehouse.

Photo by Geoffrey Kamande

GSO Warehouse Earns \$1M in Sale

Three Office of Inspector General reports over the past 11 years have called for a new warehouse for the U.S. Embassy in Nairobi, one closer to the embassy than the current warehouse, which is nearly two hours away. While the embassy began working with the Bureau of Overseas Buildings Operations to lease a warehouse near the embassy by late FY2015, the general services office (GSO) realized that the warehouse operation was not ready to relocate. For instance, it had 18 warehouse bays crammed with thousands of unusable items, and warehouse staff had difficulty maintaining the bays' organization, accountability and cleanliness.

Responding, the GSO warehouse team worked closely with the Administration Bureau's Office of Logistics Management to downsize the inventory and streamline asset management operations. Obsolete and unusable property was sold in three separate auctions over a span of six months. The Accountable Property

Unit supervisor and his team transferred outdated equipment from agencies at post to an auctioneer, who sold furniture, computer equipment, vehicles, appliances and kitchen and household wares.

This freed thousands of square feet of space and generated \$1 million in sales. After the auctions, warehouse inventory had been cut by half.

The warehouse team also reorganized each bay's inventory and determined where items should be stored, based on types and issuance patterns. As a result, selecting and loading of items into trucks is more efficient, customer complaints about deliveries have decreased more than 60 percent and overtime use has been reduced. In all, the increased productivity saved the Department more than \$20,000 in payroll expenses, and the warehouse reported the first increase in its customer satisfaction rating since 2010.

Competition Launches 11 Startups in 48 Hours

In May, a team of seven young Zimbabweans ranging from 19 to 24 years old won a startup competition by creating a device that allows any conductive object to be transformed into a musical instrument.

The team won \$78,000 in prizes at Startup Weekend Harare, an event that launched 11 viable startups in just 48 hours. Startup Weekend is an American nonprofit that helps organize events that bring together entrepreneurs to pitch ideas, form teams, develop a minimum viable product and compete for prizes during a single weekend.

Zimbabwe's first competition of this type began with a Friday night event where nearly 50 of the 90 participants gave a 60-second pitch about their proposed business. Pitches described the core idea and team needs, such as software developers, social media strategists and marketing professionals. Participants then voted for their favorites, formed 11 teams based on skill and interest, and worked with mentors from the technology, media and business worlds to refine their ideas. By Sunday afternoon, the teams had developed working websites, mobile apps and hardware, which they presented to a panel of judges.

The weekend was a collaborative effort, with Mercy Corps Zimbabwe providing logistical support and funding and a Harare-based technology and innovation center called Hypercube Hub (launched with Department of State funding) providing a venue and logistical and technical support. Three Embassy Harare staff members served on the organizing committee, and the embassy facilitated corporate sponsorship from American and local companies and provided much of the equipment for the competition.

Using the Bureau of International Information Programs speaker program, the embassy also brought American entrepreneur Fahad Hassan, CEO and founder of Always Prepped, as a keynote speaker and roving team mentor. He provided participants with advice about financial models, marketing techniques, pricing and pitching ideas to investors.

Although Zimbabwe's unemployment rate is estimated at over 80 percent, the country has a powerful combination of intellectual capital, infrastructure and English language capability, and events like Startup Weekend show that Zimbabweans are poised to drive an African tech boom. "The U.S. Embassy supports entrepreneurship programs like Startup Weekend because we know that Zimbabweans can launch new products, build new enterprises and contribute to Zimbabwe's economic development through entrepreneurship," Ambassador to Zimbabwe Bruce Wharton said.



The winning K'Tamba Toys team created a device that turns fruit (or any material that conducts electricity) into a musical instrument. From left are Tadzoka Pswarayi, Gwen Mugodi and Jonathan Whitaker.

Photo by Nicole Fox

Embassy Promotes Environmental Awareness

The U.S. Embassy in Georgetown's public affairs section in 2012 took on Ambassador Brent Hardt's challenge to educate and mobilize Guyanese citizens to create and maintain a clean environment by launching Guyana Shines, a small-budget campaign to encourage the Guyanese to embrace civic activism and find community solutions.

Since then, embassy staff and a corps of local volunteers have visited 62 schools across Georgetown to educate young people on the harmful effects of pollution and encourage them to make environmentally friendly decisions. They have also supported four neighborhood clean-up projects and helped to establish a green space, bringing local community members together to support a cleaner, greener Guyana. In June 2014, the embassy announced a \$42,000 grant through the Public Affairs Bureau's Innovation Fund to continue and expand Guyana Shines through a local NGO. The next phase is modeled on the Keep America Beautiful campaign of the 1960s and will use education, community-based activities and public service announcements to help Guyana achieve its goal.

Guyana Shines has prompted the government of Guyana to address littering. The Ministry of Natural Resources and Environment created the Pick It Up campaign in June 2012, to bring about change through awareness, education and engagement of stakeholders. The National Assembly passed a rare unanimous resolution in March 2013, calling for joint action to tackle the litter epidemic. The mayor and city council of Georgetown have enlisted the cooperation of businesses and citizens in reducing litter, and the nation's Environmental Protection Agency recently released new regulations that give litter wardens the authority to apprehend and fine litterbugs. In June 2014, the importation and use of Styrofoam products in Guyana will be banned. Seven companies are bidding to construct Guyana's first recycling plant. Attitudes are changing, and people are taking initiative and demanding change. Guyana's desire to be a recognized eco-tourism destination and environmental leader requires that the environmental degradation of its cities be addressed.



Ambassador Hardt, center, greets volunteers as he launches a clean-up campaign in Festival City, Georgetown.

Photo by Tabatha Fairclough

Diversity Notes

JOHN M. ROBINSON
OFFICE OF CIVIL RIGHTS

Doing the Best for Our People and Their People

In last month's Diversity Notes, I discussed the importance of embracing generational diversity, noting that, while Gen X'ers may need to arrive at work later to drop children off at day care, Baby Boomers may need to leave early to tend to aging parents. There are other notable and observable generational differences – the definition of “formal wear,” music tastes and a determination of the reasonable number and location of tattoos. But focus for a moment on the family responsibilities facing employees of all ages and how a better work-life balance can help increase our organization's productivity and retention.

We generally consider Generation Xers as those born between 1965 and 1980, and Baby Boomers as those born between 1946 and 1964. While Millennials, born after 1980, are trying to forge their own identity in the workplace and bring a heightened expectation of the work-life balance they'd prefer, older colleagues face different demands – children, grandchildren and caring for aging and infirm parents. We now call these elders the “Sandwich Generation” because they are sandwiched between weighty responsibilities in two different directions.

I have one adult child still at home finishing college (tuition alert!) and, until last summer, we cared for my mother. Born in 1915, she was paralyzed by a stroke at 94 and passed away last summer at age 98. While it was a true blessing and a privilege to have cared for her, frequent visits to her nursing home and attending to medical situations brought demands and stresses to our family and work lives. The issues ranged from minor concerns such as clothing, color schemes and the like to hospice care and funeral arrangements. With parents living longer and children leaving the nest later, Boomers and X'ers are being pulled in two distinct directions facing time and resource constraints – hence, the term Sandwich Generation.

Fortunately, the Department of State provides a supportive workplace, with the resources and options to help us cope with stressors brought on by sandwich dilemmas. The Bureau of Human Resources' Work Life Division (HR/ER/WLD) offers a number of programs to help balance the competing demands of our personal and professional lives with less stress and anxiety, thereby increasing productivity. One such service called Information Quest assists employees with a



variety of matters, such as finding child and adult care when normal arrangements fall through, and even provides access to interactive health tools and financial calculators.

With helpful information, competent guidance and group support, employees can better manage their work requirements and family obligations. Moreover, we can make common cause and find encouragement with colleagues who face similar challenges. It is also important to remember that some factors tied up in “work-life balance,” such as pregnancy or parental status, are protected from discrimination in the workplace. Additional resources are available on HR/ED/WLD's website: <http://intranet.hr.state.sbu/Workforce/EmployeePrograms>.

Finally, we commend and encourage the relatively new, but very effective, employee organization dedicated to making our workplace responsible and responsive to the changing family needs of our workforce, Balancing Act at State (BA@S). BA@S combines advocacy and service to create a more flexible workforce environment for all employees. More information is available on the BA@S website: <http://cas.state.gov/balancingact/>.

From Millennials to Traditionals, every generation faces challenges balancing various obligations. When we work together to achieve balance, not only do we create an environment of fairness and inclusion, but also one of empathy and understanding. In doing so, we increase productivity and morale, which enables our people to fulfill their potential and produce their best work. ■

A handwritten signature in black ink that reads "John M. Robinson". The signature is fluid and cursive, with a long, sweeping underline.

Long Run

Ambassador raises environmental awareness

By Kristine Marsh,
information officer, U.S. Embassy in Dakar, Senegal

Over the course of four days in early March, U.S. Ambassador to Senegal Lewis Lukens undertook what may have been the run of his life. A longtime distance runner, Lukens ran 115 kilometers along the Senegalese coast, aiming to challenge his endurance and engage Senegalese youth on safeguarding the environment and having a healthy lifestyle.

Physical fitness activities are popular in Senegal, but the nation's health and ecology have suffered from rampant overfishing and the lack of a proper waste management system. Fishing as a way of life has suffered, too, as has tourism.

To draw attention to the problem, and put his after-hours avocation to the test, Lukens decided to undertake his first multi-day, multi-stage run, from Lompoul to Yoff, Senegal. An undertaking this big needed a slogan, and the one Lukens chose, translated from the native language, was "100 Steps for a Clean Environment to Benefit Future Generations."

Lukens was no novice runner. He has run more than a dozen half and full marathons, five of them overseas. Among them were the Sydney, Australia, Half-Marathon (twice); Paris Marathon; Dakar Half-Marathon; Burlington, Vt., Marathon; Dublin Marathon; Belfast Marathon Relay; Vancouver Marathon (twice); Seattle Seafair Marathon; Marine Corps Marathon; Yonkers, N.Y., Marathon; Marysville, Australia, Marathon; and Northern Central Trail and Potomac River Run marathons in Maryland.

Ambassador Lukens started running in high school, and began racing when assigned to Sydney in the mid-1990s. He sees running as a great way to get to know a city, a country and the people, and to relieve stress. "It's a chance to clear my head, and think through my short- and long-term goals," he said. (He advises other runners to always run against traffic, wear a "RoadID" having one's name and emergency contact information and join a local running group, as a way to get motivated and meet people.)

Among his running accomplishments was running the Marysville Marathon at the end of a 10-day trip through Asia with then-Secretary of State Hillary Clinton. On the day after, he boarded a 24-hour flight home and said he found "walking down the plane stairs particularly painful."

According to Lukens, Senegal is especially welcoming to runners due to the high level of physical activity among its citizens. The Lompoul-Yoff run was a perfect opportunity to blend his belief in the value of sports with the need to raise Senegalese awareness of the country's environmental challenges. He kicked off the run with a beach cleanup with students of the Thierry Sabine Elementary School in Lompoul-sur-Mer. The students presented a theatrical sketch, acting out conversations they would have with their parents about the importance of respecting the ocean and the moral obligation to dispose of household trash properly.

During the run, Ambassador Lukens visited several health-related projects under way along the coast. He stopped at a rural cooperative medical clinic set up more than 20 years ago with a grant from the Ambassador's Fund



Ambassador Lukens jogs with Senegalese sports enthusiasts on Muscle Beach.

Photo by Oury Diallo

for Self-Help Projects and visited Peace Corps projects and partners, including a volunteer group focused on environmental projects and athletics.

The post's public affairs section distributed embassy-branded T-shirts with the run's slogan to children and other participants in the towns of Lompoul-sur-Mer and Yoff, and provided plastic bags and gloves for community members to use for trash cleanups. Embassy Social Media Manager Ndèye Fatou Wilane took photos of the run and filmed it, posting the photos to Facebook and tweeting reports.

Local media covered the run's start and finish, and Lukens and the embassy's Green Team's coordinator gave press interviews on the embassy's ecological efforts and its one-year-old LEED-certified new embassy complex. Newspaper editorials praised the run, as did a member of the Senegalese legislature, speaking on the floor of the National Assembly.

At the run's finish, the Yoff community and the Green Team cleaned up a beach on Senegal's western coast, the team's first partnering effort with a local group. Leaders in this district plan several awareness-raising campaigns on environmental issues.

"If all of these efforts continue, and if a larger number of Senegalese citizens join you, tourism will become an even more important sector in the Senegalese economy than it is now," Lukens said. "And even more important, the magnificent environment of your country will be preserved for future generations."

Ambassador Lukens isn't stopping there. This month he's set to run in the Race to the Top of Vermont, a 4.3-mile run that gains 2,564 feet on its way to the top of Mount Mansfield. He also plans to run in the California International Marathon in early December in Sacramento. Both runs will bring him closer to his ultimate goal: qualifying for the runner's dream race, the Boston Marathon. ■



Senegalese children receive awards from Ambassador Lukens following a half-marathon in Tambacounda.

Photo by Hannah Mills, Peace Corps Senegal



Consul General Anne Casper and Commercial Consul Charles Ranado, far left, share a light moment with Sherwin-Williams CEO Christopher M. Connor and Saudi partners at the inauguration of the first Sherwin-Williams plant in Saudi Arabia.

Photo by Wasif Shah

BUSINESS BOOSTERS

Consulate conducts commercial outreach in Saudi Arabia

By Anne Casper, consul general, and Charles Ranado, commercial officer,
U.S. Consulate General in Jeddah, Saudi Arabia

Jeddah, Saudi Arabia's most cosmopolitan city, has a rich legacy as a Red Sea trading hub. Mercantile families moved here over the centuries from near and far, often as religious pilgrims, contributing to a strong, multicultural business environment. Today, the top echelon of Jeddah's business sector is made up of billion-dollar holding firms that are very pro-American. Many are distributors of U.S. goods, franchise owners and project partners, their names synonymous locally with American brands. They contribute significantly to Saudi Arabia's booming, diversifying economy, as well as to robust U.S.-Saudi commercial ties.

The Saudi Arabian government is investing billions of dollars to modernize infrastructure, build educational facilities and health care centers, and establish livable communities for its expanding population. There is a dramatic expansion underway in Mecca and Medina to accommodate millions of additional religious pilgrims. These developments present tremendous U.S. business opportunities.

To advance American interests, the U.S. Mission's commercial, public affairs and political-economic officers visit smaller cities across

the nation's western region as often as possible, aiming to share all that is good about America, develop personal relationships and highlight opportunities for partnership and innovation with U.S. companies. On these visits, the Saudis welcome us warmly, proudly sharing their distinct local culture and serving us far more food than we could ever eat. We have discussed program opportunities with university faculty, engaged students on their professional aspirations, met with local authors and intellectuals and exchanged ideas at provincial chambers of commerce. At the behest of local businesspeople at nearly every stop, we outlined ways to create more partnerships between U.S. and Saudi companies and shared information about investment opportunities in the United States.

The mission's most sought after commercial services are the U.S. Commercial Service's International Buyers Program (IBP), which promotes international business participation in major U.S. trade shows, and the Gold Key "matchmaking" program, which locates appropriate foreign partners for U.S. firms. In the past, western region delegates to IBPs were mostly from Jeddah, but today an increasing

number of business travelers come from Mecca and Medina, as well as the smaller cities of Abha, Al Baha and Yanbu. The IBPs support bilateral trade and enhance appreciation for the United States and its business principles. Two popular IBP events, the World of Concrete and SEMA (auto parts and auto accessories), involve two of the nation's fastest growing sectors, construction and automotive.

The Gold Key service was recently used to identify a Saudi partner from the western region's petrochemical hub for a U.S. manufacturer of valves. Such matchmaking provides Saudi businesses throughout the country the opportunity to engage potential U.S. partners.

Our travels around the western region, and our mission colleagues' perspectives on the nation at large, make clear that Saudi Arabian society is not two-dimensional and static, as it is often portrayed, but colorful, varied, multidimensional and changing. The social transformation of which Saudis often speak is due in part to exceptionally high social media usage, King Abdullah's domestic and foreign university scholarships (currently facilitating the U.S. study of 83,000 Saudis) and the government's support for women's involvement in the Saudi workforce, an economic necessity for many families.

While many Americans know that women in Saudi Arabia are not allowed to drive, few understand this conservative society's culture of gender segregation, which limits social and professional interaction between men and women (especially outside of cosmopolitan Jeddah and beyond the country's more liberal elite). For males, including diplomats and other foreigners, this social system restricts their interaction with most Saudi women. In contrast, female U.S. diplomats and executives often operate outside these social constraints and have been able to engage with Saudis of both genders. As Saudi Arabia was America's 10th largest trading partner in 2013, there is great opportunity for U.S. firms, regardless of their executives' genders.

The U.S. Mission's engagement is characterized by unique challenges and opportunities. To achieve our goals, including the continued primacy of U.S. products in Saudi Arabia's robust marketplace and the expansion of investment opportunities, mission officers engage in outreach and build personal relationships with Saudis throughout the country.

A smart Jeddawi distributor summed up doing business in Saudi Arabia by recounting a lesson he taught his son: The two of them traveled to a small town outside Riyadh to close a major deal with a local businessman whose upbringing, education and dialect were different from theirs. They all sat together over dinner, talking for hours and getting to know one another, never alluding to the purpose of their meeting. As the Jeddawi was departing, the local businessman called after him, agreeing to the deal in full. The son was shocked. "How did you convince him without discussing the sale?" he asked.

"We built trust," the father replied. "Business is about trust." ■



Above: From left, Foreign Commercial Service Commercial Assistant Wasif Shah and FSOs Vanessa Whittington and Joseph Leavitt consider options for an upcoming FCS outreach trip outside of Jeddah.

Photo by Renee M. Ragin

Bottom: Young Saudi entrepreneurs and academics meet with NEA Assistant Secretary Anne Patterson, center in checkered jacket, and U.S. Ambassador to Saudi Arabia Joseph Westphal, center in grey suit. At far right is Deputy Chief of Mission Timothy Lenderking.

Photo by Kala Azar-Carruthers





Post of the Month

BELGRADE



Belgrade, seen from the Danube, is a mix of old and new.

Photo by Kathryn Banas

ADE

Serbia at the crossroads, Embassy Belgrade works on building trust

by Stephanie Rowlands, writer and Eligible Family Member





Serbia is at a crossroads in space and time. Almost equally distant from Vienna and Transylvania, Athens and Istanbul, its ancient thoroughfares have linked Eastern and Western Europe with Asia Minor and the Middle East for centuries. From the Romans to the Ottomans to the Austrians to the Yugoslavs, Serbia has always been coveted ground.

If Serbia is the crossroads, Belgrade is its epicenter. Positioned at the confluence of the Sava and Danube rivers, Kalemegdan, Belgrade's ancient fortress, and the surrounding city have been attacked at least 20 times. Religions, cultures and politics have collided here.

Rejecting years of repression and war, a democratic Serbia now has its sights on European Union (EU) membership. (The EU's council began Serbia's accession in January.) In spite of the chaos of the past, Serbian resilience flourishes.

That resilience is seen in its vibrant capital city, which is filled with ancient landmarks, cosmopolitan boutiques and parks. Lush Kalemegdan Park teems with older men playing chess, parents pushing strollers and tourists listening to well-versed guides while enjoying the breezes rolling off the rivers.

"It's the people's place to be and be a part of," said family member Mandy Burton.

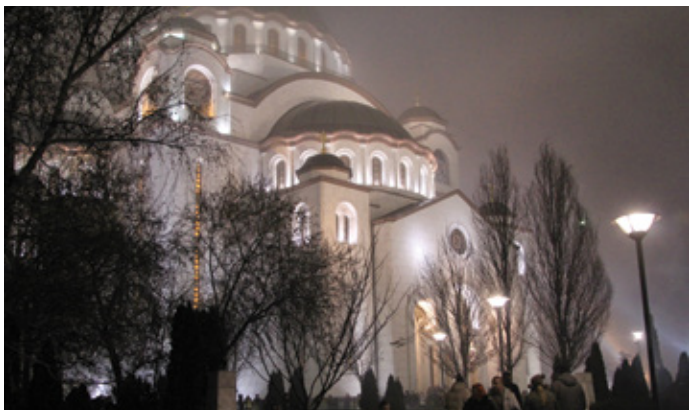
Leading from Kalemegdan is Knez Mihailova, a pulsing pedestrian street filled with sidewalk cafes, street performers and fountains. It is said by many to be the most beautiful pedestrian walk in the Balkans. Local residents, ranging from grandmothers in their black kerchiefs to divas in stiletto heels, promenade down the cobblestone street lined with modern and 18th-century buildings.

The old city surrounds this main thoroughfare and includes the bohemian Skadarlija district with its restaurants and art galleries. Nearby Zeleni Venac, one of the city's many green markets, surges with shoppers. Pyramids of cabbage and red peppers fill its red- and white-checkered turrets.



Above: A Belgrade street sign affirms Serbia as a crossroads linking Europe with Asia Minor and the Middle East; **Below:** Belgrade's Bohemian Skadarlija district features art galleries and traditional restaurants. *Photos by Kathryn Banas*





Top: The Church of Saint Sava in Belgrade is one of the largest Orthodox churches in the world.

Photo by Joseph Huynh

Above: Serbian students “go Western” for the annual embassy-sponsored Geo Quiz Contest.

Photo by Dragana Obradović

Below: Novi Sad’s Petrovaradin Fortress is home to the internationally known Exit Music Festival.

Photo by Michael Fritz



Embassy employees helped fill sandbags during the devastating floods this spring that left thousands of Serbians homeless.
Photo by Kathryn Banas

City of Parks

Along the rivers, a bike path connects Kalemegdan and Ada Ciganlija, a river island park. Miles of paved trails, beaches, sports fields and a nine-hole golf course make it a recreational paradise. Almost 20 parks dot Belgrade, including Košutnjak Forest, a five-minute walk from a diplomatic neighborhood. “Košutnjak is one of our absolute favorite places,” Burton said. “There are so many trails. We go mountain biking with the kids.”

Every day, picnickers hover over steaming caldrons of stew and grilled meats as accordion music fills the air.

“Belgrade is such a green city,” said Senior Commercial Officer Jane Kitson.

After dark, floating nightclubs and trendy bars entice revelers. “The long years of bad press that kept Serbia and its energetic capital off the map have now passed, and foreigners are now realizing what locals always knew—that Belgrade really rocks,” said Lonely Planet, naming Belgrade one of Europe’s ultimate party cities.

EU Festival Awards proclaimed the internationally renowned Exit music festival “2013’s best major European festival.” That year, 200,000 people passed through Exit’s gates at the Petrovaradin Fortress on the Danube, an hour’s drive from Belgrade.

In 2012, marking its push for modernity, Belgrade opened the world’s largest single-pylon bridge. Featured on Discovery Channel’s “Extreme Engineering,” the bridge is the city’s pride.

In the midst of Serbia’s renewal and its transition to being a modern member of Europe, the U.S. Embassy in Belgrade works to develop the bilateral partnership. Despite a recent history of contentious relations, the countries draw on their shared vision of Serbia’s EU integration.

Important Relationship

“Our relationship with Serbia is important to peace, stability and economic growth in the Western Balkans,” said Ambassador Michael Kirby. “As we work together to help Belgrade achieve membership in the European Union, our relationship grows even stronger.”

Setting its sights on the future, Serbia normalized relations with Kosovo in April 2013, paving the way for both nations to join the EU eventually—and for the U.S.-Serbian relationship to blossom.

Building a partnership with a former adversary is challenging. The United States’ participation in the 78-day NATO bombing campaign in 1999 and its recognition of Kosovo have left many Serbians bitter and skeptical of the United States as a global partner. The embassy’s public affairs team works hard to change public sentiment by building lasting relationships across Serbia. And positive change has been coming faster than many observers would have expected.

“In public affairs, we have focused on sharing positive experiences of the United States and our culture, but through Serbian eyes,” said Cultural Affairs Officer Drew Giblin.

Exchange Alumni

Exchanges provide U.S. experiences for students and professionals. Embassy Belgrade is fast approaching 2,000 exchange alumni since 2001 and partners with them constantly, from launching the first Serbian walk against breast cancer to confronting corruption to inspiring youth entrepreneurship.

"I see our exchange program alumni often in the business world," said Kitson. "They are in the United States long enough for the American Dream to take hold. They return believing 'I can make my life, I can make something happen, I'm empowered.'"

Enhancing the engagement effort is the fact that the embassy has the largest number of Facebook fans in Europe, more than 200,000. The Facebook page provides a forum for discussing and highlighting U.S. efforts to build a positive relationship with Serbia. The embassy's eight American Corners also play a critical role, offering local English language classes, cultural programs and speakers.

"Our mission is truly connecting with Serbians on their own terms, and we are building a long-term relationship," said Giblin.

Evidence of this renewed trust can be seen in the more than 16,000 nonimmigrant visas issued to Serbs in 2013. Every year, approximately 2,500 students participate in the Summer Work Travel program.

"While working seasonal jobs the students learn more about American culture and travel around the United States," said Consular Chief Elizabeth Gracon.

As some Serbians go to the United States, other people, including Serbian-American retirees, return to Serbia, increasing the American Citizen Services workload.

Dynamic Partnership

Emerging from these renewed personal relationships is a dynamic bilateral partnership aimed toward Serbia's EU future.

"The Serbian government's commitment to bettering its relationship with Kosovo through the EU-led dialogue will help Serbs living in Kosovo to improve their lives," said Ambassador Kirby. "There is no doubt that tough work lies ahead, but as the relationship between Serbia and Kosovo begins to develop in a positive fashion, the United States can enhance its efforts to help the entire region develop economically."

A newly installed government focused on fiscal reform and foreign investors awakening to Serbia's regional business potential will enable significant growth in the U.S.-Serbian bilateral trade relationship.

More than 120 U.S. companies have invested in excess of \$3.7 billion in Serbia, employing more than 15,000 Serbians directly and thousands more indirectly, mostly in high-tech industries such as pharmaceuticals, information technology and telecommunications.

Business is made easier with USAID's support. "Our assistance programs help Serbia address problems with rule of law while also improving the investment climate so that Serbia becomes a more attractive place to do business," said Ambassador Kirby.

USAID's Business Enabling Project helps push through business reforms. "Our assistance is sought out, is referenced and is often incorporated in draft legislation," said Susan Kutor, director of the Economic Growth Office. The Sustainable Local Development Project has assisted the Serbian government to help Serbian companies create new marketing techniques and improve quality, bolstering Serbia as a competitive manufacturer alongside China, India and other parts of Europe.

Security Cooperation

This global perspective extends to regional security cooperation. Surprising to many, Serbia is an incredibly active NATO Partnership for Peace member. Though Serbia may never formally join the alliance, its stated goal is to conform with NATO standards wherever possible. Sixty percent of Serbia's overseas military instruction takes place within the United States, representing a \$1.47 million investment.

"In the coming years, Serbia has the ability to play an increasingly positive role enhancing regional stability, while exporting larger numbers of fully trained, competent peacekeepers abroad," said embassy Defense Attaché Col. Paul Brotzen.

Rebirth, renewal, resilience. These words are deep-seated in the Serbian psyche and are the building blocks for redefining the U.S.-Serbian relationship. "I have only received openness from the Serbian people," said Kutor, "a willingness to listen, to adapt what we recommend to the Serbian reality, an openness to partnering with us."

The U.S. Embassy in Belgrade is building trust with Serbia one step at a time. ■



Above: Belgrade's pedestrian street Knez Mihailova is filled with cosmopolitan boutiques, sidewalk cafes and street performers.

Photo by Joseph Huynh

Below: Serbian students enjoy a visit to the new chancery with Public Affairs Officer Ryan Rowlands.

Photo by Dušica Milivojević



Ambassador Michael Kirby greets former NBA basketball star Vlade Divac at the embassy's Fourth of July celebration. The embassy partners with Divac's humanitarian organizations to help Serbians in need.

Photo by FoNet



Ambassador Kirby meets members of the Serbian Red Cross, which is an embassy partner in humanitarian efforts across Serbia, most recently blood drives and flood relief.

Photo by FoNet



Post of the Month



At a Glance

Serbia

Capital: Belgrade

Government type: Republic

Area: 77,474 sq. km.

Comparative area: Slightly smaller than South Carolina

Population: 7,209,764

Languages: Serbian (official)

Religions: Serbian Orthodox, Catholic, Muslim, Protestant, Atheist, and Undeclared or Unknown

GDP per capita: \$11,100

Export partners: Italy, Germany, Bosnia and Herzegovina, and Russia

Export commodities: Iron and steel, rubber, clothes, wheat, fruit and vegetables, nonferrous metals, electric appliances, metal products, weapons and ammunition, and automobiles

Import partners: Germany, Italy, Russia, China and Hungary

Import commodities: Road Vehicles, military goods, parts of vehicles and planes, oil and oil derivatives, and natural gas

Currency: Serbian dinars (RSD)

Internet country code: .rs

Sources: The World Factbook and U.S. Embassy Belgrade



Children listen attentively as Lead Human Resource Specialist Monica Mortimer, center in red jacket, explains the rules to the NEA Champions scavenger hunt, in which contestants searched the halls of Main State for artifacts associated with the bureaus of Near Eastern Affairs and South and Central Asian Affairs.

Photo by Ed Warner

‘Work Day’ Insights

Children, parents enjoy fun-filled event

By Ed Warner, deputy editor, *State Magazine*

The children and parents who filled the Dean Acheson Auditorium in April for Take Your Child to Work Day heard Secretary of State John Kerry tell of the challenges the world faces, and they received encouragement to overcome challenges from a wheelchair basketball player and track and field champion who won a gold medal in the Paralympics.

In addition to the opening ceremony, the day offered 60 different activities, each organized by a bureau or office. Some activities were event standards, such as the Mock Treaty Signing held by the Bureau of Legal Affairs, the popular demonstration of the Bureau of Diplomatic Security’s bomb-sniffing dogs and Tin Can Man-o-Man, in which children turn trash into figurative art under the auspices of the Bureau of Administration. There were also several new ones, such as A Day in the Life of the Secretary of State, from the Office of the Executive Secretary, and How Can There Be Slavery in 2014?, provided by the Office to Monitor and Combat Trafficking in Persons. Children could also learn basic first aid from the Office of Medical Services or be spokespersons for the Department in a mock press briefing held by the Bureau of Public Affairs (in the auditorium where it actually holds the daily press briefing).

The day began with remarks from Secretary Kerry, who came to the podium accompanied by his one-year-old yellow Labrador retriever. “Since my daughters are grown up, this is the best I can do,” he joked. He told the children the world faces “so many challenges, like climate change,” and urged them to “turn off the lights at home, help seal windows, pick up trash at the beach.

“The future belongs to you, and we need you to think about these issues, do your homework, work hard in school and help make the world a better place,” he advised.

He then asked the youths to raise their right hands, and he swore them in as temporary Department employees for the day. “I expect you all to go to work today,” he added jokingly.

Kerry was followed to the stage by Ann Cody, a program officer for Sports United in the Bureau of Educational and Cultural Affairs. Cody

spoke of her long involvement in sports, including her current work in ECA’s sports diplomacy effort.

In the Paralympics, she was a member of the U.S. women’s wheelchair basketball team in 1984, and earned four silver medals in track in 1988. At the Barcelona Paralympics in 1992, she set a world record and won a gold medal in the 4x100 meter relay.

Cody said she already loved competing in sports when she became disabled at age 16. Undeterred, she took up wheelchair versions of sports she loved, such as running and basketball, seeing her disability as “also an opportunity.” Sports, she said, gave her confidence and “provided me with the opportunities to excel.”

She said sports teach skills needed by youth, such as communication and teamwork, and offer an opportunity to broaden one’s horizons, especially since playing sports cuts across many cultures.

“Challenge yourself,” she urged. “Get out of your comfort zones.”

Challenges, in fact, were just what the youths got as their day at the State Department progressed. They searched the halls of the Harry S Truman Building for bureau-related trivia in a scavenger hunt organized by the bureaus of Near Eastern Affairs and South and Central Asian Affairs. In another activity, sponsored by the Office of Employee Relations, participants played the game of Telephone—but using American Sign Language. Children stood in line to pass a message from the first in line to the last, but instead of repeating a spoken phrase, ER Sign Language Interpreter Jeffery Bowden had them repeat a phrase of ASL. Confusion, of course, ensued as the phrase was passed to the line’s end.

Bowden also offered them this advice: “No matter what happens in life, never give up.”

Exactly 1,000 parents registered 887 children for the event, held annually by HR/ER. Event organizer Jamila Gantenbein said she sees the day as the Department’s “chance to give back to future generations.

“We might just be talking to future diplomats out there in the audience,” she noted. ■

FOREIGN SERVICE

Promotion Statistics 2013

HR releases analysis of data

By Victor Villones, analyst, Bureau of Human Resources

Compiled from the 2013 Foreign Service Selection Board results, the 2013 Foreign Service promotions statistics were not included in the June 2014 printed issue of *State Magazine*, but are now available on the following pages and in the digital publication at:

<http://digitaledition.state.gov/publication/>

Promotion statistics can also be found online at:

<http://intranet.hr.state.sbu/offices/rma/Pages/StatisticalReporting.aspx>.

Foreign Service Promotion

	Number Completed	Percent Completed Promoted	Avg Time-in-Class of Completed	Avg Length of Service Completed	Avg Length of Service Promotees	Avg Length of Service Promotees	Avg Length of Service Promotees
FECM to FECM							
CLASSWIDE MANAGEMENT	30	0	0	6.4	0	30.3	0
CLASSWIDE CONSULAR	20	0	0	6.3	0	32.3	0
CLASSWIDE ECONOMIC	31	2	6.5	6.8	5.1	31.3	23.9
CLASSWIDE POLITICAL	38	3	7.9	6.8	6.2	31.5	33.2
CLASSWIDE PUBLIC DIPLOMACY	26	0	0	6.2	0	30.3	0
CLASSWIDE FINANCE	1	0	0	5.5	0	28.2	0
CLASSWIDE INFO TECH MNGR	4	0	0	6	0	27.6	0
CLASSWIDE CONSTR ENGR	1	0	0	4.7	0	28.3	0
CLASSWIDE PSYCHIATRIST	2	0	0	11.6	0	22.2	0
CLASSWIDE MEDICAL OFFICERS	10	0	0	10.2	0	21.8	0
CLASSWIDE SECURITY OFFICER	2	0	0	5.6	0	27	0
CLASSWIDE TOTAL	165	5	3	6.8	5.7	30.3	29.5

GENERALIST FE0C to FECM							
CLASSWIDE MANAGEMENT	41	1	2.4	3.5	3.5	25.5	24.5
CLASSWIDE CONSULAR	40	2	5	3.9	5.6	26.1	28.7
CLASSWIDE ECONOMIC	53	7	13.2	4.4	4.1	26.4	25.1
CLASSWIDE POLITICAL	63	7	11.1	3.9	3.9	26.4	24.9
CLASSWIDE PUBLIC DIPLOMACY	40	1	2.5	3.9	2.5	25.5	20.8
CLASSWIDE TOTAL	237	18	7.6	3.9	4	26.1	25.1
MANAGEMENT	40	8	20	3.5	3.4	25.5	24.8
CONSULAR	38	8	21.1	3.8	3.4	26	24.8
ECONOMIC	46	8	17.4	4.4	4.2	26.6	27.1
POLITICAL	56	13	23.2	3.9	3.4	26.6	25.2
PUBLIC DIPLOMACY	39	8	20.5	3.9	3.3	25.6	25.5
FUNCTIONAL TOTALS	219	45	20.5	3.9	3.5	26.1	25.4
COMBINED TOTALS	237	63	26.6	3.9	3.7	26.1	25.3

GENERALIST FS01 to FE0C							
CLASSWIDE MANAGEMENT	42	3	7.1	5.6	7	22.1	18
CLASSWIDE CONSULAR	56	2	3.6	5.1	6.2	22.7	19.8
CLASSWIDE ECONOMIC	93	11	11.8	6.2	6.8	23.1	21.9
CLASSWIDE POLITICAL	119	11	9.2	6.1	6.5	22.9	21.8
CLASSWIDE PUBLIC DIPLOMACY	63	1	1.6	6.9	6.7	22.3	23.8
CLASSWIDE TOTAL	373	28	7.5	6.1	6.7	22.7	21.4
MANAGEMENT	39	13	33.3	5.5	4.6	22.4	22.1
CONSULAR	54	14	25.9	5.1	4.3	22.8	21.6
ECONOMIC	82	14	17.1	6.2	6.6	23.3	22.9
POLITICAL	108	16	14.8	6	5.4	23	22.3
PUBLIC DIPLOMACY	62	18	29	6.9	6.8	22.3	22
FUNCTIONAL TOTALS	345	75	21.7	5.9	5.6	22.8	22.2
COMBINED TOTALS	373	103	27.6	6.1	5.9	22.7	21.9

	Number Completed	Percent Completed Promoted	Avg Time-in-Class of Completed	Avg Length of Service Completed	Avg Length of Service Promotees	Avg Length of Service Promotees	Avg Length of Service Promotees
GENERALIST FS02 to FS01							
CLASSWIDE MANAGEMENT	144	3	2.1	4.3	4.4	12.9	13.1
CLASSWIDE CONSULAR	238	4	1.7	5.2	8	14.8	18.6
CLASSWIDE ECONOMIC	267	13	4.9	5.4	6.7	14.9	16.2
CLASSWIDE POLITICAL	319	27	8.5	5.2	6.3	13.9	14.7
CLASSWIDE PUBLIC DIPLOMACY	127	0	0	4.1	0	12.6	0
CLASSWIDE TOTAL	1095	47	4.3	5	6.4	14	15.3
MANAGEMENT	141	27	19.1	4.3	4.8	12.9	13.1
CONSULAR	234	19	8.1	5.2	5.2	14.8	13.3
ECONOMIC	254	21	8.3	5.3	6.7	14.8	15.9
POLITICAL	292	25	8.6	5.1	5.8	13.8	14.1
PUBLIC DIPLOMACY	127	24	18.9	4.1	4.1	12.6	12.4
FUNCTIONAL TOTALS	1048	116	11.1	4.9	5.3	14	13.7
COMBINED TOTALS	1095	163	14.9	5	5.6	14	14.2

GENERALIST FS03 to FS02							
CLASSWIDE MANAGEMENT	111	5	4.5	3.6	4.1	9.1	8.9
CLASSWIDE CONSULAR	185	16	8.6	4	5	9.3	9.7
CLASSWIDE ECONOMIC	149	14	9.4	4.1	4.8	9.3	9.8
CLASSWIDE POLITICAL	133	15	11.3	3.7	4.9	9.1	10.1
CLASSWIDE PUBLIC DIPLOMACY	162	9	5.6	3.5	4	8.8	9
CLASSWIDE TOTAL	740	59	8	3.8	4.7	9.1	9.7
MANAGEMENT	106	42	39.6	3.5	3.4	9.1	8.7
CONSULAR	169	36	21.3	3.9	3.6	9.3	8.9
ECONOMIC	135	32	23.7	4	3.8	9.3	8.8
POLITICAL	118	50	42.4	3.6	3.3	9	8.4
PUBLIC DIPLOMACY	153	44	28.8	3.5	3.5	8.8	8.7
FUNCTIONAL TOTALS	681	204	30	3.6	3.5	9.1	8.7
COMBINED TOTALS	740	263	35.5	3.8	3.8	9.1	8.9

GENERALIST FS04 to FS03							
CLASSWIDE MANAGEMENT	124	63	50.8	3.5	3.5	5.1	5.1
CLASSWIDE CONSULAR	169	73	43.2	3.2	3.1	4.9	4.7
CLASSWIDE ECONOMIC	129	69	53.5	2.9	3	4.7	4.7
CLASSWIDE POLITICAL	168	94	56	3.2	3	4.5	4.5
CLASSWIDE PUBLIC DIPLOMACY	185	88	47.6	3.1	3.1	4.8	4.8
CLASSWIDE TOTAL	775	387	49.9	3.2	3.1	4.8	4.7

Promotion Statistics for 2013

	Number Completed	Number Promoted	Percent Completed Promoted	Avg Time-in-Class of Completed	Avg Length of Service Promotees	Avg Length of Service Completed	Avg Time-in-Class of Promotees
SPECIALIST FE0C to FEMC							
FINANCE	4	0	0	5.7	0	24.8	0
GENERAL SERVICES	1	0	0	6.5	0	30.7	0
INFO TECH MNGR	12	1	8.3	4.2	5.5	27.9	30.6
DIPLOMATIC COUR	1	0	0	5.5	0	20.6	0
PSYCHIATRIST	2	1	50	4	2.5	10.2	8.5
SECURITY OFF	39	3	7.7	4.3	5.3	26.5	26.4
CONSTR ENGR	5	0	0	3.7	0	17.7	0
FACILITIES MAINT	1	0	0	2.5	0	21.4	0
INFO RESOURCES	1	0	0	6.5	0	37	0
MEDICAL OFFICERS	7	3	42.9	3.7	3.2	10.3	8.8
HEALTH PRACTITIONER	3	0	0	4.6	0	27.6	0
FUNCTIONAL TOTALS	76	8	10.5	4.3	4.2	24.2	18.1

SPECIALIST FS01 to FE0C							
FINANCE	17	1	5.9	6.3	4.7	17.8	21.6
HUMAN RESOURCES	8	1	12.5	7.2	11.7	23.5	34.2
GENERAL SERVICES	4	1	25	6.7	6.7	25	34.4
INFO TECH MNGR	23	3	13	5.4	8	23.5	20.2
PSYCHIATRIST	4	1	25	4.9	6.2	5.2	6.5
SECURITY OFF	49	10	20.4	5.1	5.9	24.4	25.3
SECURITY ENGINEER	11	1	9.1	6.2	6.7	24	25.2
CONSTR ENGR	6	1	16.7	6.4	9.7	16.7	19.2
FACILITIES MAINT	4	0	0	8.2	0	19.4	0
ENGLISH LANG PGMS	1	0	0	14.2	0	29.7	0
INFO RESOURCES	2	0	0	7.2	0	17.2	0
MEDICAL OFFICERS	8	3	37.5	7.3	8.5	7.6	8.8
HEALTH PRACTITIONER	3	0	0	6.7	0	20.2	0
FUNCTIONAL TOTALS	140	22	15.7	5.9	7	21.2	21.9

SPECIALIST FS02 to FS01							
FINANCE	48	3	6.3	5.8	7.4	10.7	12.1
HUMAN RESOURCES	22	3	13.6	4.6	4	15.8	17.6
GENERAL SERVICES	30	4	13.3	4.8	5.7	14.1	15.2
INFO TECH MNGR	163	9	5.5	7.2	7.3	20.1	19.4
DIPLOMATIC COUR	5	1	20	8.7	7.7	22.4	20.6
SECURITY OFF	236	25	10.6	6	7	16.4	16.5
SECURITY ENGINEER	63	3	4.8	7	8.4	14.8	14.2
CONSTR ENGR	7	2	28.6	3	3.2	9.8	8.9
FACILITIES MAINT	19	3	15.8	4.1	4.7	16.8	15
ENGLISH LANG PGMS	11	1	9.1	5.5	4.7	9.9	8.3
INFO RESOURCES	9	2	22.2	5.3	3.7	9.8	7.6
MEDICAL TECH	1	0	0	14.8	0	33.7	0
HEALTH PRACTITIONER	26	1	3.8	5.4	5.7	11.6	10.6
FUNCTIONAL TOTALS	640	57	8.9	6.2	6.5	16.2	15.7

	Number Completed	Number Promoted	Percent Completed Promoted	Avg Time-in-Class of Completed	Avg Length of Service Promotees	Avg Length of Service Completed	Avg Time-in-Class of Promotees
SPECIALIST FS03 to FS02							
FINANCE	26	11	42.3	3.6	4	4.2	4.9
HUMAN RESOURCES	17	9	52.9	3.8	3.5	11.4	12.3
GENERAL SERVICES	69	10	14.5	5.5	7.3	12.1	11.4
INFORMATION MGMT	253	24	9.5	6.2	6.2	13.2	12.7
INFO MGMT TECH	57	6	10.5	6.2	6.9	12.1	12.1
DIPLOMATIC COUR	9	1	11.1	6.4	12.7	14	20.9
SECURITY OFF	492	48	9.8	5.3	6.8	10.8	11.9
SECURITY ENGINEER	22	12	54.5	3.6	3	8.4	7.6
SECURITY TECHNICIAN	35	0	0	5.6	0	12.3	0
CONSTR ENGR	4	4	100	3.2	3.2	6.3	6.3
FACILITIES MAINT	44	8	18.2	4.3	5.2	9.9	10.5
ENGLISH LANG PGMS	8	3	37.5	2.8	2.9	3.1	3.2
INFO RESOURCES	9	3	33.3	2.8	2.8	3.2	3.2
MEDICAL TECH	5	0	0	10.1	0	15	0
HEALTH PRACTITIONER	44	6	13.6	4.5	5.3	4.9	5.7
OFFICE MGMT SPEC	28	0	0	5	0	25.9	0
FUNCTIONAL TOTALS	1122	145	12.9	5.4	5.6	11.4	10.3

SPECIALIST FS04 to FS03							
FINANCE	2	1	50	5	1.3	10.5	10.5
HUMAN RESOURCES	37	12	32.4	2.7	3.2	4.3	5.4
GENERAL SERVICES	69	16	23.2	3.4	3.3	4.4	4.7
INFORMATION MGMT	233	41	17.6	4.9	7.6	7.1	10.3
INFO MGMT TECH	31	10	32.3	2.7	3.6	4.6	5.5
DIPLOMATIC COUR	43	2	4.7	6	8.1	10.1	11
SECURITY OFF	413	113	27.4	2.2	2.5	5.1	5.4
SECURITY ENGINEER	31	13	41.9	2.1	2.1	3	3.4
SECURITY TECHNICIAN	66	8	12.1	4.7	6.2	7.8	10.4
CONSTR ENGR	12	5	41.7	2.5	2.6	2.8	3
FACILITIES MAINT	55	18	32.7	2.3	2.6	2.7	3
MEDICAL TECH	1	1	100	1.3	1.3	3.2	3.2
OFFICE MGMT SPEC	112	9	8	4.1	4.9	18.3	18.8
FUNCTIONAL TOTALS	1105	249	22.5	3.4	3.7	7	6.6

SPECIALIST FS05 to FS04							
OFFICE MGMT SPEC	202	20	9.9	3.8	3.7	11.3	10.6
FUNCTIONAL TOTALS	202	20	9.9	3.8	3.7	11.3	10.6

SPECIALIST FS06 to FS05							
OFFICE MGMT SPEC	217	49	22.6	3.7	4.2	5.8	6.3
FUNCTIONAL TOTALS	217	49	22.6	3.7	4.2	5.8	6.3



EPAP IMPACT

Program participant's initiative helps kids ride safer in Bahrain

By Aimee Stoian, former health policy adviser, U.S. Embassy in Manama, Bahrain

As a health policy professional, I was wondering if my husband's assignment to be management officer at the U.S. Embassy in Manama would mean I'd have to put my professional career on hold. I had worked on HIV prevention in Africa, but worried whether an equally fulfilling project lay ahead for me in a developed country like Bahrain.

Luckily, the Department's Expanded Professional Associate's Program (EPAP) offered a way to advance my professional skills, address a public health issue in the host country and contribute U.S. expertise on child safety.

Shortly after arriving at post in September 2011, I realized what I wanted to do in Bahrain. In practically every passing car I saw children bouncing around the front seat, hanging out of windows and popping out of sunroofs—not belted into car seats. As the mother of two small children, and coming from a culture where seatbelt use is ingrained, I found it unbearable to watch. My education and experience had prepared me to tackle this, so I immediately felt compelled to help kids buckle up in Bahrain. In a politically sensitive environment, this was also an opportunity for the embassy to engage on a noncontroversial issue of mutual benefit.

I had no idea how to get started, but EPAP proved to be the perfect vehicle. The program was launched in 2008 by Under Secretary for Management Patrick Kennedy to provide more professional-level employment opportunities for eligible family members. Kennedy said he wanted to put to use the “incredible expertise and experience” of Foreign Service spouses, “who are putting their careers on hold to support their spouses’ desire to serve in the Foreign Service. By employing them, I am expanding the limits of what our overseas missions can accomplish while serving the needs of our Foreign Service families.”

Managed by the Family Liaison Office (FLO), EPAP makes available to posts’ appointment-eligible family members 186 professional-level Foreign Service full-time positions that are funded by the Department. Posts submit EPAP position requests to their regional bureaus, which decide which positions will be filled within their allotment. First-time EPAP candidates complete a two-step application process that includes passing a business writing test administered by ACT, Inc. and submitting an application package through USAJOBS.gov.

“EPAP is a win-win for family members and posts,” FLO EPAP Coordinator Lycia Coble Sibilla said. “It draws upon the untapped resource of highly qualified family members and provides professional-level Foreign Service opportunities to them while using central funds versus post funding to cover the costs.”

Since its inception, EPAP's popularity has grown significantly, but due to the limited number of positions worldwide, bureaus may not be able to fill an advertised position even if there are qualified candidates at post. “As the program continues to grow, the challenge will be to increase the number of available positions to meet the demand of the ever growing pool of qualified candidates,” said FLO Director Susan Frost.

While employed under EPAP in Manama, I leveraged my background in neonatal ICU nursing and international public health to manage the health portion of the Environment, Science, Technology and Health portfolio. I also worked on a variety of health issues and launched an initiative to address the need for education, legislation and enforcement of child passenger safety policies, working with Bahrain's health sector.

Ambassador Thomas Krajewski said the United States has much to offer Bahrain “in the way of environment, science, technology and

health expertise ... areas where we have a particular opportunity to work in positive ways to share our experiences while helping the people of Bahrain. The child passenger safety initiative is a great example of how we have implemented that strategy.”

When I started in my position, there were virtually no programs in Bahrain to promote child safety in cars. From my educational background, I knew that a multi-sectoral approach was needed to build strong support, so I formed a stakeholders group of public and private sector individuals to help me develop closer ties to the hospital system. I leveraged new contacts to propose and then conduct training sessions for health professionals on proper child restraint usage.

I realized hospitals here could take the lead in promoting child safety. More than 80 percent of newborn deliveries take place in a single public hospital, Salmaniya Medical Center. When I gave a workshop to 30 maternal/child health nurses there, I pointed out this statistic and saw their eyes light up as they realized they could use their positions for the greater public good.



Above: Author Aimee Stoian demonstrates how to install a car seat during a train-the-trainer session on child passenger safety.

Photo by Ejaz Sharif

Below: The author briefs nurses and other attendees on the importance of car seats.

Embassy Manama photo



Above: Nurses practice using a car seat harness.

Photo by Ejaz Sharif

Below: Bahraini children display the stickers received at Buckle Up Day.

Photo by Avril Connolly Phillips




In addition to training nurses, I spoke widely about the need to protect children on the roads. I conducted dozens of briefings, expanded the number of stakeholders, recruited community members and leveraged the embassy's public diplomacy capabilities to gain publicity for the cause. Eventually, I was introduced to Dr. Nada Haffadh, former minister of Health and a current member of the upper house of Bahrain's Parliament. Dr. Haffadh lobbied other members of that legislative body and, as a result, it recently unanimously passed a bill to require car seats. (The bill now must pass the Parliament's lower house.)

As I await passage of the car seat legislation, I'm working to create a sustainable child passenger safety movement by training others to educate on the issue, empowering schools to enforce safe practices and helping the nation's Traffic Directorate to strategize road safety priorities. I am grateful every day to serve in this place at this time, where my skills can be put to good use and I can represent the United States alongside my husband.

Being a Foreign Service spouse can present challenges, especially when job opportunities do not line up perfectly with the timing and location of Foreign Service postings. Having met hundreds of Foreign Service spouses with impressive experiences, skills and education, I know there are countless ways we can contribute overseas. From this experience, I have become convinced that a career can take many forms and that moving around doesn't always have to be career restricting. I'm so grateful that EPAP offers an extra option for career-enhancing employment; for some spouses at some posts, it might just be the perfect fit.

More information about EPAP is at <http://www.state.gov/m/dghr/flo/c41174.htm> or FLOaskEPAP@state.gov. ■



Acting Director General Hans Klemm welcomes 2014 Foreign Affairs Day participants back to the Department.

Photo by Isaac D. Pacheco

Foreign Affairs Day

Secretary Kerry and deputies describe challenges abroad and at home

By Bill Palmer, associate editor, *State Magazine*

Foreign Affairs Day, which attracted more than 400 Foreign Service and Civil Service retirees back to the State Department in early May, is “like a reunion” in the words of one attendee, Aleen Sutton, who retired in 1985 and has missed only one Foreign Affairs Day since. Many come from far away, such as Brooks Robinson, who came from Ghana.

In addition to catching up with old friends and honoring colleagues for lifetime achievement, attendees this year heard presentations from Secretary of State John Kerry, Deputy Secretary for Management and Resources Heather Higginbottom, Special Envoy for Guantanamo Closure Clifford Sloan and, if they succeeded in securing a luncheon ticket, Deputy Secretary William J. Burns.

But the solemn heart of every Foreign Affairs Day is the American Foreign Service Association (AFSA) Memorial Plaque Ceremony in Main State’s C Street lobby, presided over this year by AFSA President Robert Silverman, Deputy Secretary Higginbottom and USAID Administrator Rajiv Shah. The annual ceremony honors Foreign Service personnel who died while serving their country overseas. This

year, the life and work of Antoinette “Toni” Beaumont Tomasek, a community health specialist with USAID’s Haiti Mission, was recognized. She died June 29, 2013, due to complications from a car accident after delivering medicine to a health clinic. Her “love of country, love of humanity and love of service to others,” Higginbottom said, “led her to devote herself to aiding the poor and needy around the globe, to saving lives, to giving hope.”

After welcoming remarks by Acting Director General Hans Klemm, the day began with the presentation of DACOR’s Foreign Service Cup to Richard Kauzlarich by DACOR President Martin Hurwitz. Kauzlarich served as ambassador to Azerbaijan and Bosnia and Herzegovina during his 32-year career. After retiring, he served in a series of key national security and academic positions, while also taking a leading role with a social service organization that resettles refugees. “I owe a lot to the Foreign Service,” he said. “It allowed me to serve my country, and that sense of service has continued afterwards.”

Secretary Kerry, who was in South Sudan, provided the event with a

taped address in which he outlined foreign policy challenges regionally and globally. One of the biggest, he said, “is right here at home: explaining to the American people why there is no greater return on investment than the one we get from diplomacy and development.” He asked attendees to “help us talk to Americans about what’s at stake and why our engagement has never been more important than it is now.”

Deputy Secretary Higginbottom discussed the goal to “develop and implement an agenda to make our diplomacy and development more effective, more modern, more agile.” She stressed Secretary Kerry’s commitment to leaving behind “a stronger institution—a stronger State Department and USAID,” adding that the Secretary is focused on “driving innovation in the way we conduct diplomacy.” She said Foreign Affairs Day participants “prove the case that diplomacy matters.”

Special Envoy Sloan said Guantanamo takes a toll on America’s international standing but cited three areas of improvement recently: restarting foreign transfers, removing legal obstacles to foreign transfers and setting up a review process to give detainees not yet approved for transfer a chance to show they should be approved. “Guantanamo can be closed, Guantanamo needs to be closed and Guantanamo will be closed,” he said.

After breakout sessions with leaders of regional and functional bureaus, luncheon attendees saw two more of their retired colleagues recognized. Former FSI Director Ruth Whiteside was awarded the Director General’s Cup for the Civil Service, and former Assistant Secretary for Consular Affairs Maura Harty received the DG’s Cup for the Foreign Service. Both were cited for their contributions to their colleagues’ professional development and morale. Klemm described Whiteside as a “legendary mentor,” and had the audience laughing with a story illustrating Harty’s “wonderful sense of humor.” Among other achievements, Whiteside led a major expansion of FSI’s campus and offerings while director. Harty, as CA’s assistant secretary, directed widespread change in policy and procedure in the aftermath of the 9/11 attacks and inspired a strong culture of leadership in the bureau.

Deputy Secretary Burns, the luncheon keynote speaker, offered his observations about the changing international landscape and its challenges and opportunities for American foreign policy. Despite the diffusion of power and the public’s foreign policy fatigue, he encouraged attendees not to lose perspective about America’s enduring strengths and capacity for global leadership. ■



Above: The author chats with Aleen Sutton during coffee hour in the Delegates Lounge. A retired budget and fiscal officer, Sutton seldom misses Foreign Affairs Day; **Below:** Robert Mosher, a retired FSO from Arlington, Va., attends Foreign Affairs Day to “reconnect with old friends” and reminisce about memorable assignments in such places as Saigon, Belfast and Moscow. *Photos by Isaac D. Pacheco*



Tijuana Foreign Affairs Day participants gather outside the U.S. Consulate building. *Photo by Jose Maria Noriega*

Tijuana Celebrates Foreign Affairs Day

By Jason Vorderstrasse,
chief, Political/Economic Section, U.S. Consulate General in Tijuana

On May 14, the U.S. Consulate General in Tijuana marked Foreign Affairs Day by hosting retired Foreign Service officers and family members. With numerous retirees living in San Diego County and an active Foreign Service Retiree Association (FSRA), Tijuana was a great place for the event, which the American Foreign Service Association says is the only such event held outside the United States this year.

The event included a lunch with entry-level officers (ELOs), a speech by a retired ambassador, a consulate tour and a policy briefing. At the lunch, ELOs discussed their experiences with the retirees, several of whom had served in Tijuana, which has one of the world’s busiest consular sections. Consul General Andrew Erickson told attendees, “There is so much wisdom in the retiree ranks...We need that wisdom today.” FSRA Chapter Coordinator Dede Hollowell said, “The whole group benefited from the experience.” The consulate plans to host the event again next year.



Open World participants pose with Judge Thomas A. Varlan of Tennessee's Eastern U.S. District Court.

Russian Outreach

Embassy promotes women entrepreneurs

By Amy Eagleburger, trade and investment officer, U.S. Embassy in Moscow
Photos by Natalia Uchusova

In April, with U.S.-Russia tensions running high over Russia's activities in Ukraine, the U.S. Embassy in Moscow welcomed nearly 200 Russian women entrepreneurs to the Global Impact: Women Entrepreneurs conference at the ambassador's residence in Moscow. The day-long event featured five American and eight Russian speakers sharing their experiences on issues ranging from starting a business to founding a social organization.

The conference was just one way in which the embassy is promoting female entrepreneurs in a nation where citizens are still coming to grips with how to start businesses. The embassy also supports women's participation in the Open World Program, a grant program administered by the Open World Leadership Center at the Library of Congress in partnership with the embassy and American Councils for International Education.

But the conference almost didn't happen. It came just weeks after Russian troops moved into Crimea, plunging the bilateral relationship to its lowest point in recent memory. Visiting Russia was also a hard sell for some of the event's American speakers, who didn't wish to be viewed as supporting the Russian government.

In opening the conference, embassy Chargé d'Affaires Sheila Gwaltney cited the increased tensions, adding: "But even through great

tension and complexity, we consider it important that Russians and Americans continue to cooperate ... for the benefit of our countries."

Conference attendance exceeded expectations. "I'm so glad I went, and was able to deliver information of value to so many women entrepreneurs," said conference speaker Elisa Camahort Page, co-founder of BlogHer.

Promoting the conference were its Russian partners, including the Moscow-based Center for Entrepreneurship, Women's Bridge and the embassy's lead partner, Start-Up Women. The American Chamber of Commerce in Russia and the U.S.-Russia Business Council also lent support.

Page, the event's first speaker, set the tone by saying every woman in the room should be able to leave with the desire to start her own world-changing company. A Silicon Valley entrepreneur, she spoke about the importance of finding good business partners and having a clear vision of what your business is all about. She also advised attendees to seek advice from a team of mentors rather than relying on just one mentor.

The conference alternated between panel discussions and solo presentations, with ample time for questions. Panel topics included: "What do you wish you had known when you started your business?" "How can you develop your entrepreneurial idea so that you have a

social impact?” and “How can currently successful women entrepreneurs help raise up the next generation?”

The conference was the largest event in the embassy’s Spaso House Innovation Series, named for the ambassador’s residence and aimed at facilitating connections between the U.S. and Russian innovation communities. Previous events focused on such issues as raising venture capital, the role of government in innovation and tips for Russian start-ups entering the U.S. market.

Monica Dodi, co-founder of The Women’s Venture Capital Fund, which provides capital exclusively to women-led start-ups, said she was driven to create her fund after learning that just 7 percent of venture capital in the United States goes to companies with a woman as a part of the management team. She noted that management teams with gender diversity are statistically more successful than single-gender teams.

Anna Belova, president of the Russian women’s business group Committee of 20 and a professor at Moscow’s Higher School of Economics, said the lack of women in business does not match up with the high numbers of women in Russia graduating with top university degrees. Affinity groups for women, like the Committee of 20 and Start-Up Women, can help women move through a business environment where they are solidly in the minority.

While the United States has slowly adapted to the “working mother” archetype, Russian women still feel that they can either be a good mother or go to work, according to Marina Nikonova, founder of SelfMama Forum, a website and conference designed to support working mothers. Providing ways for women to be successful working mothers is key to increasing their participation in the workforce, she said.

At the conference, 13 Russian women entrepreneurs were added to the Open World Program. They spent 11 days in the United States learning about rule of law, American federalism and U.S. support for diversity and entrepreneurship. The women attended workshops regarding their field of interest and interacted with members of Congress.

Open World, now 15 years old, has 20,000 alumni worldwide. Alexander Khilkov, its program director for Russia, said Open World differs from the International Visitor Leadership Program in that it places participants with host families for an immersive cultural experience.

Natalia Uchusova, vice president and general counsel for the OZ Holding Group in Moscow, traveled to Tennessee under the program with three other women in mid- to high-level leadership positions. They met informally with Knoxville’s mayor, local journalists, a district judge and community and business leaders. “We could ask any question,” she said, adding that bureaucrats she met “were very open and genuine.”

She said she was impressed that most Americans are involved in their communities. She came away with a greater understanding of American values, she added.

A second group of 45 women entrepreneurs will travel to the United States this fall.

“In Russia we tend to focus on problems, but in the United States [the attitude is] that there are no problems, let’s do it,” Uchusova said. ■



Above: An Open World participant receives honorary citizenship from the Knoxville, Tenn., mayor’s office; **Below:** Knoxville, Tenn., Mayor Madeline Rogero, left, talks with Open World participants.



Open World participants Natalia Uchusova, far right, and Olyesa Ogurtsova, far left, pose with members of Friendship Force Knoxville, an Open World partner organization.



The Public Affairs Bureau's Map Project Team reviews the State by State Map.

Photo by Michael Gross

APPRECIATING STATE

Map details Department's benefits domestically

By the Bureau of Public Affairs, Office of Public Liaison

The State Department's benefits to U.S. taxpayers are made clear by a new Bureau of Public Affairs (PA) online map showing the benefits state by state and how the Department's funding—about one percent of the federal budget—protects U.S. national security, promotes U.S. economic interests and provides other services. The map at state.gov/r/pa/map/index.htm is easy to use and interactive.

The map shows how the Department creates jobs and stimulates economic activity. For example, in partnership with other federal agencies, the Department helps secure international trade agreements that support more than 37.8 million American jobs, thanks to customers in 225 countries and territories buying American goods and services. Clicking on the state of New York, for example, shows that more than 2.5 million jobs were supported by international trade of New York-grown and manufactured goods and services, resulting in \$69.1 billion in goods exports (2012) and \$61.3 billion in service exports (2011).

The map also shows how the Department's work benefits states' environments. Clicking on the state of Oregon, for instance, shows how the Bureau of Oceans and International Environmental and Scientific Affairs (OES) helps protect Oregon's \$150 million fishing industry. OES contributes nearly \$3 million to the Pacific Salmon Commission and an additional \$5 million by participating in the international Pacific Halibut Commission, which ensures the maintenance of sustainable populations of Pacific salmon.

The state-by-state map provides information on the Department's efforts to protect U.S. citizens by working toward nuclear security. The Department contributed \$620,200 to Los Alamos National Laboratory in New Mexico for implementation of the Partnership for Nuclear Security Program, which promotes cooperative partnerships between the United States and international institutions on a self-sufficient nuclear security culture. The Department also partners with Sandia National Laboratories to implement the Global Threat Reduction Program. Through the Nonproliferation, Anti-terrorism, Demining and Related Programs Account, the Department in FY13 provided \$13,296,800 to Sandia Laboratories to support reductions to terrorist threats and weapons of mass destruction.

Assistant Secretary for Public Affairs Doug Frantz championed the map project to help Americans understand and support the Department's work. PA's Office of Strategic Planning, Office of Public Liaison and Office of Website Management jointly built the map and collected information for it from the Department's regional and functional bureaus.

The project, which took several months, was introduced by

Secretary of State John Kerry at an event for students in March. He said U.S. foreign policy is also domestic in that "It's about the security and peace that we can bring to American stability that comes through our relationships."

"It's about a New Jersey company that gets a \$144 million contract to build bridges in another country, which means jobs here at home," he elaborated. "It's about another company that is laying fiber between Samoa and the rest of the world so they can be connected, and that's a \$500 million contract. That's jobs here at home."

Since launching the project, PA has received positive feedback from colleagues grateful for the Department's work for residents of their home states. Amy Lillis, a nine-year Foreign Service officer from Nebraska, said she "had no idea how much the State Department did to bring the world to Nebraska." Lillis added that she had friends at the local university—international students who were active in the local community and introduced her small town to a world of different tastes and perspectives.

"We really embraced them, and local businesses sponsored their annual international fair," she said. "I had no idea many of them, particularly the Brazilians, came there through State Department programs."

Lillis said she joined the Foreign Service because of the impact Department programs had on her.

Growing up in Tampa, Fla., Senior Ukraine Advisor and Foreign Service officer Michael Sessums found himself more exposed than most American kids to the outside world since Tampa is the largest cargo port in Florida. In addition, his babysitter was a Honduran consul's daughter. His family hosted exchange students from Mexico and saw shows at the Cuban Club.

"But what I never understood as a kid in Tampa was that the State Department was part of each and every one of those experiences," he said. "The U.S. Information Agency sponsored the performers and the exchange students, State's trade expansion efforts drove new business for the port and the U.S. Embassy in Madrid must have issued immigrant visas to my aunt's family. ¡Qué viva el Departamento!"

Department programs have been benefitting Americans for decades, stimulating local economies, improving the environment, protecting national security and improving cross-cultural understanding and perspectives.

Those wishing to contribute information on the impact of the Department's work or having comments or questions about the state-by-state map project can contact the Bureau of Public Affairs, Office of Public Liaison. ■



Talking LGBT

FSI builds language foundation in a shifting landscape

By Dr. Karoline Pershell, fellow, American Association for the Advancement of Science, and Sarah May, staff assistant, Office of the Director, Foreign Service Institute

Just as iconic TV programs have evolved across the decades to reflect the changing definition of family, from *All in the Family* to *Modern Family*, American English and foreign languages also evolve to reflect these societal changes. Teaching how to communicate about these changes poses a challenge to language teachers at the Foreign Service Institute's School of Language Studies (FSI/SLS). Their latest challenge: helping students speak about Lesbian, Gay, Bisexual and Transgender (LGBT) topics—now prominent in America's human rights agenda—in culturally and linguistically appropriate ways.

Lacking a universal consensus on appropriate means of expression, how do we equip U.S. diplomats with the skills they need to engage in the global discussion on LGBT-related topics? FSI faces the unique challenge of incorporating the changing LGBT-related lexicon into the curriculum for the 70 languages it teaches to State Department employees, according to Bill Haugh, dean of the School of Language Studies. Recently, FSI working groups discussed U.S. policy toward LGBT human rights, and heard about the successes and challenges of integrating LGBT-related topics into the language classroom.

Anke Stoneman, a German language and culture instructor (LCI) at FSI for eight years, said every module her section teaches includes material to show how the subject matter would apply to the LGBT community. The goal is to give students plenty of practice engaging in the ideas, themes and vocabulary of the topic, making them better prepared to express the U.S. position using non-biased terminology.

"You have to make it visible so change can happen," Stoneman observed.

Using appropriate and politically acceptable language is fundamental for U.S. government personnel overseas, but rapidly evolving social issues create a gap—in some languages, an abyss—between the literal meaning of a word and how it is understood. FSI aims to teach students to bridge this verbal abyss between respectful language that exemplifies U.S. policy and culturally appropriate language for the situation.

Stoneman said the German language has already worked through these linguistic "growing pains." A standard compendium of German vocabulary highlights both definitions and connotations of words, distinguishing between respectful and derogatory terminology. As such, the German language has had a standardized language for discussing LGBT issues for many years.

That is essential, Stoneman concluded, because "change [in attitude] cannot happen if it is not expressed in language."

The situation is more complex in other languages. Mark Watson, a Spanish language training supervisor, said the adoption of LGBT-friendly language across the Spanish-speaking world is a mixed bag. "We run the gamut when it comes to tolerance in Latin America," he explained. "Some countries introduced full rights for same-sex

couples long before some U.S. states."

Because of these front-runners of LGBT human rights in the Spanish-speaking world, "the language is set, but not everyone is using it because the context is not set," he observed. Conversations occurring in the more forward-leaning countries are not taking place across all Spanish-speaking nations, he added.

"We aren't technically teaching new vocabulary, but working on establishing a dialogue," Watson said. "Being inclusive in dialogue can be a slow process, but one that can make a significant difference once achieved, particularly by implementing a method for modeling appropriate language."

Support for modeling appropriate LGBT language has already begun through larger policy initiatives. In 2010, the State Department officially recognized same-sex partners and spouses, and FSI language programs opened to new Eligible Family Members who needed to discuss who they were and why they were in the country. In 2011, three documents stating the U.S. rules of engagement for LGBT issues overseas were released: the June 2011 cable titled "Advancing the Rights of LGBT Persons: Suggestions for All Posts," Former Secretary Clinton's "Remarks in Recognition of International Human Rights Day" and President Obama's Presidential Memorandum "International Initiatives to Advance the Human Rights of LGBT Persons." Thus the need to discuss LGBT issues in target languages moved from a personal issue for some to a professional issue for the entire State Department.

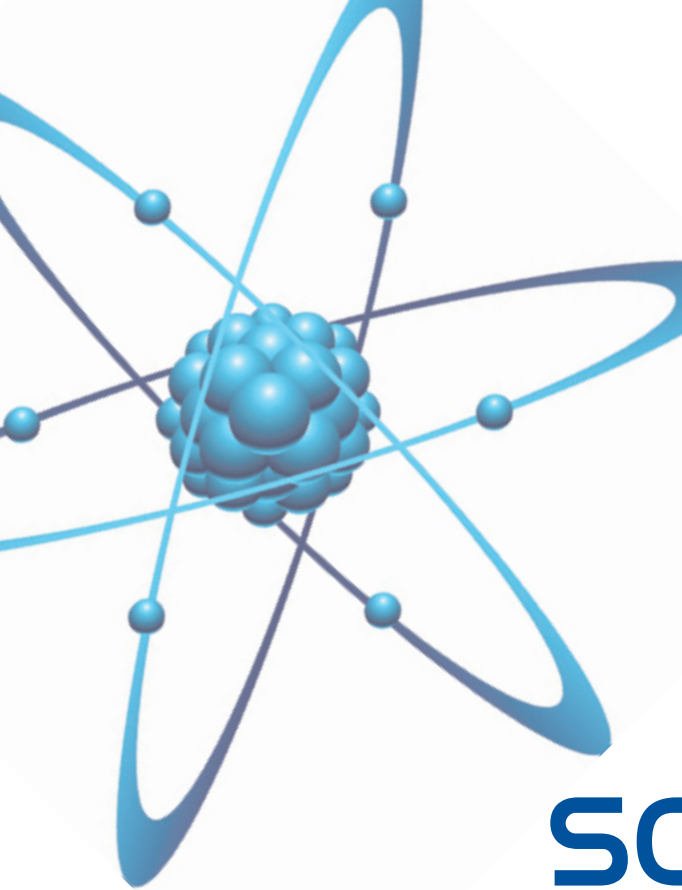
That doesn't mean changes in the classroom are easy to implement, however. "In some cultures, people are inculcated to not discuss such issues," explained Beeta Beladi, a Persian Farsi LCI. For such groups, she said, you must couch LGBT issues in wider human rights terms.

"A person may not think they are able to identify with being LGBT, but they can identify with the feeling of being shunned for not fitting in with the larger group. I think we have all experienced that at some point," Beladi explained.

As in German and Spanish, an LGBT vocabulary exists in Farsi but for very different reasons. In Iran, a highly publicized case that resulted in a national policy of gender re-assignment surgery galvanized the terminology. The result: Farsi speakers don't have to search hard for bias-free vocabulary; it was born out of extreme intolerance.

"I can give the students the words, but they still have to learn the evolving color of the country," Beladi added.

Many populations are still adopting neutral vocabulary to discuss LGBT issues. At FSI, we are helping to prepare U.S. diplomats to use the nuanced language necessary to engage in this global discussion so they can advance the U.S. foreign policy agenda as inclusively as possible. ■



SCIENCE SUPPORTERS

DOS goes big at world students science event

By Suzanne S.K. Whang, editor, Office of Public Affairs, Bureau of Diplomatic Security

The State Department went all out for its first involvement in the USA Science & Engineering Festival (USASEF), which took over the entire Walter E. Washington Convention Center in Washington, D.C., in April. The festival's 325,000 young attendees from all over the world saw hundreds of exhibits, including several Department-sponsored booths. At one, volunteers in bulletproof vests encouraged kids to crawl around a six-ton armored vehicle. At others, students jumped up and down on a seismometer used to detect nuclear explosions or took a virtual field trip to Mars.

According to Bruce Matthews, then-managing director of the Office of Foreign Missions (OFM), the Department got involved in the three-day fair, the largest celebration of science, technology, engineering and math (STEM) in the world, to respond to President Obama's call to inspire the next generation of scientists and engineers for the sake of the nation's wellbeing and national security.

Barbara Starr, special government employee in the Bureau of Arms Control, Verification

and Compliance (AVC) said, "Because most people do not think of the Department as a STEM-rich environment, participating in USASEF provided an unparalleled opportunity to showcase some of our international and domestic programs in an engaging and interactive way to thousands of students, parents and teachers, hopefully both educating our visitors and inspiring future STEM graduates to think about the Department as a career."

William Heidt, chief of staff for the Under Secretary for Economic Growth, Energy and the Environment, added that the Department's involvement made clear that it is "a frontrunner in STEM in the federal government."

Secretary of State John Kerry, in a video broadcast, told attendees that "science and technology are obviously central to America's diplomacy, and our diplomacy is central to advancing American science and technology. That's why President Obama and I are absolutely committed to making sure that our risk-takers and innovators can dream big

and reach higher than ever before."

Prior to the festival, several under secretaries, including Patrick Kennedy (Management), Catherine Novelli (Economic Growth, Energy and the Environment) and Rose Gottemoeller (Arms Control and International Security) strongly endorsed the Department's involvement. Months before festival doors opened, Department volunteers planned interactive exhibits, recruiting events, a VIP reception, STEMatState branding and a social media campaign.

Among the Department's exhibits was one offering attendees a "field trip" to Mars. Designed by the Bureau of Educational and Cultural Affairs and NASA, this field trip involved online interaction with middle school students from the United States, Argentina and Nicaragua using the Google+ service called Hangout on Air. With it, students explored the surface of the Red Planet and learned about the Mars Curiosity rover. This program was viewed by close to 11,000 participants in 40 countries, many of them young "astronauts" in classrooms.

In another exhibit, the Bureau of Diplomatic Security (DS) brought a six-ton armored vehicle that youths were allowed to “test drive.” Older students were fascinated by the vehicle’s cutting-edge countermeasures and communications systems, which provide 360-degree situational awareness for protective details. The DS special agent at the exhibit wore full tactical gear.

DS Security Engineering Officer Nathan Mills said one tech-savvy student asked why the DS explosive-detection equipment relies on radioactive ionization. “That’s quite a sophisticated question from someone so young,” Mills noted.

“We had a number of kids express an interest in becoming security engineering officers,” said DS Special Agent Star Hy. “They also enjoyed touching the slabs of bulletproof glass with real bullets embedded in them.”

OFM provided volunteers for the Government Printing Office (GPO) booth, and let attendees examine secure documents, such as the diplomatic licenses, protocol identification cards and tax exemption cards that OFM and GPO used.

At another Department exhibit, AVC demonstrated a seismometer that it uses to detect nuclear explosions. AVC highlighted the multiple scientific disciplines—such as chemistry, physics and biology—used to detect these explosions in any environment, anywhere in the world. The display also showcased several types of radiation-detection equipment and the global sensor networks that search for signs of nuclear explosions, supporting the bureau’s mission of verifying compliance with nuclear test ban treaties.

At the display set up by the Bureau of Arms Control and International Security Affairs (T), meanwhile, visitors learned that T uses the latest advancements in nuclear physics, chemistry, biology and emerging technologies to stop the spread of weapons of mass destruction. To clear landmines and unexploded ordnance in post-conflict countries, T trains using 3-D-printed models of common military ordnance. Students who handled these models were surprised to learn how much destructive power the real versions pack.

As Public Affairs Specialist David McKeeby put it, “These models are transportable and relatively inexpensive to create, so they provide a quick and easy way to get our demining technicians trained faster and out in the fields sooner to save more lives.”

“How safe is your medicine?” asked a sign at the Bureau of Economic and Business Affairs (EB) exhibit, where volunteers in white lab coats showed students how to test for the active ingredient in household medicines like Tylenol. EB set up a mini drug-testing lab where students mixed solutions and watched for the color reactions that determine the identity of the medicine. Foreign Affairs officer Nicolette Louissaint said the youths liked watching the Vortex-Genie, an agitator that shakes up the solutions.

The Office of Management Policy, Rightsizing and Innovation set up its Mobile Green Lab, which included a solar panel, small-scale edible community garden and rainwater harvesting and filtration system. Eco-Management Analyst Caroline D’Angelo said, “The kids loved the water recycler and the plants. When they saw the rainwater harvesting demonstration, they said, ‘So cool! Can I build this too?’”

The Bureau of Consular Affairs (CA) exhibited its facial recognition technology. It held a facial recognition challenge, where youths matched faces in a simulated database displayed on iPads. “We explained to them that our real database has over 200 million faces, which our adjudicators use to make sure we are issuing visas or passports to validated users,” said CA Branch Chief Angela Miller. “Some of these kids—the ones who took their time—were surprisingly good at this.” Students also enjoyed scanning their fingerprints and learning how the Department uses biometrics to weed out fraudulent visa and passport applicants.

At the display sponsored by the Bureau of Oceans and International



Secretary of State John Kerry welcomed more than 250 guests at this VIP reception in the Main State Exhibit Hall on April 25, the evening before the festival opened.

Department of State photo

Environmental and Scientific Affairs (OES), youths learned of the Department’s involvement in global issues like sustainable fishing, marine debris and ocean acidification. OES Public Affairs Officer Christopher Rich said the youths “were amazed to learn how much marine debris is littering the ocean and how it affects fish and animals, [and] were very intrigued by a large ball of plastic and fishing line found in the stomach of an albatross.”

At the close of the three-day festival, its co-founder Larry Bock said, “Not only is the State Department good at trying to solve global problems with science and technology, but you practice what you preach as good stewards of the environment and in the use of technology in your operations.”

More information about STEM activity in each bureau is available online at state.gov/e/oes/stc/stem/index.htm. ■



Foreign Affairs Officer Nicolette Louissaint, far right, shows a visitor how to test for the active ingredient in this medicine.
Photo by Suzanne S.K. Whang

Consular Call-in

Radio show answers visa questions

By Chuck Bennett, vice consul, U.S. Embassy in Kingston, Jamaica

An nervous wife was on the line.

The switchboard for Jamaican radio host Vernon Derby's "At Your Service" show had been lit up for the past half-hour with callers as I and a consular colleague, both experts on visas, took questions.

The wife asked worriedly if her husband could obtain a visitor's visa to go on a family trip to Disney World even though his sister had filed an immigrant petition for him.

The caller's question was one of many where my Embassy Kingston colleague Bryan Jandorf and I offered answers. In this case, I assured the caller that having an immigrant petition pending doesn't disqualify a candidate for a visitor's visa. "We want to see you at Disney; we'd love for your family to visit," I said.

Jandorf, a second-tour officer and the nonimmigrant visa line chief, chimed in: "Go see that mouse!"

Since January, the staff of Embassy Kingston has taken to the Jamaican airwaves to participate in free-for-all discussions, often focusing on visas.

U.S.-Jamaica ties are deep: An estimated 900,000 Americans have Jamaican ancestry, including former Secretary of State Colin Powell. That's a lot, considering the island has only about 2.7 million people.

Visas keep these ties strong, and Embassy Kingston adjudicates more than 100,000 nonimmigrant visas and 12,000 immigrant visa applications a year. Unfortunately, there is confusion and outright misinformation about how visas are obtained. To help Jamaicans get the right information and help the consular section's 15 entry-level officers get media experience, Consul General Michael Schimmel worked with the public affairs section to make the radio appearances a reality.

"Jamaica is an environment where fraud and misrepresentation plague the visa process, partially because people don't really understand what the process requires," Schimmel said. "We wanted to deliver the message that

the visa process is transparent."

Every other Wednesday, two consular employees—who have included Schimmel himself, managers, line officers and local staff—appear on Derby's show for a full hour. The show is broadcast on Jamaica's Nationwide 90FM, which is heard all over the island and online in the United States. The "Ask the Consul" segment has become a favorite with listeners.

"We wanted a radio show because Jamaicans listen to the radio far more than they access the internet or watch TV," Schimmel added. "It's a great opportunity for our officers to get practice on live media. It also humanizes the consular officers so the public has a better image of American diplomats."

Schimmel himself, while on the show, took a heated call from a woman who claimed she had been repeatedly denied a visitor's visa as a young woman. Now a successful professional, the woman was outraged, believing the embassy had denied her out of suspicion she actually wanted to illegally immigrate. "I will go away and not come back to Jamaica? Really?" she asked. "I'm really scared to [reapply] for the visa."

Schimmel's advice was simple, direct and applied to every visa applicant. "Just explain how your situation today is different from when you were last refused. 'Well, let me tell you a few things about myself.' You should just be as confident as you are today."

With the assurance that she'd get a fair hearing, she thanked Schimmel and wished him a nice day.





At the radio station, Vice Consuls Stephanie Lella and Migael Penix prepare to go on the air.

Photo by Cleo Walker

Encouraging visa applicants to be straightforward is the overarching message of every show. Some applicants feel they need to use “visa fixers,” who charge outrageous fees in exchange for creating elaborate cover stories. The whole crooked visa fixing industry, called *bandulu* in Jamaican patois, doesn’t just attract people with bad intent. Some applicants mistakenly believe that they are supposed to give “right” answers.”

Kingston, considered a high-fraud post, looked into this and found that applicants using fixers had an approval rate of about 50 percent, while about seven out of 10 applicants who didn’t use a fixer were approved.

Embassy Kingston is ramping up a mixed media publicity campaign urging Jamaicans to avoid fixers. It also hosts a lively exchange about visas on the embassy’s Facebook page, which has 32,000 likes and counting.

There is even misinformation among people who have had visas. “I was told if you don’t use your visa for a period of time you can lose it,” a Jamaican woman told second-tour officer Martin Obermueller on his recent radio show appearance. She said her visa wouldn’t expire for several more years, but she only made a single short trip with it four years ago. She was scared of being stopped by immigration authorities on arrival in the United States.

“It’s not derogatory or against you at all if you don’t use the visa,” Obermueller reassured her. “It wouldn’t be canceled because you haven’t had the opportunity to take a trip.”

On that same show, Deputy Visa Chief Gary Corse reassured an anxious grandmother that spending a few months with her grandchildren would not likely be an issue as long as she does not overstay the visa.

Other calls can be much more difficult.

“I got deported in 2008. I’m hoping: Is there anything new? Any kind of waiver or something I can get home on?” a male caller pleaded. “I’m a fish out of water” [in Jamaica].

The caller, in an accent more Brooklyn than Jamaican, then recounted coming to the United States in the late 1960s as a child, getting married and having a family, but never naturalizing as a U.S. citizen. Decades later, a cocaine conviction sent him back to Jamaica—a country foreign to him.

There are many other Jamaicans in similar situations. Jandorf told him that if his wife filed an immigrant petition for him they may need to request a waiver from the Department of Homeland Security. “There are waivers available, and they judge each case on an individual basis,” Jandorf said encouragingly.

“Our emphasis is on general questions, but of course listeners routinely offer their personal stories,” Schimmel said. The officers’ task is to turn each individual question into a general one that could apply to other potential applicants.

“The embassy’s front office has actively supported all of our visa outreach programs and has a special fondness for the radio program,” he said. “It’s great exposure for the embassy, solid information for our applicants and excellent experience for our officers.” ■



Flyers' PreCheck Program Sees Growth

Just two days after its May 13 release to the State Department, the Transportation Security Administration (TSA) PreCheck program, which speeds airline passengers' processing through TSA security, had already garnered 3,821 sign-ups, according to the Bureau of Human Resources Executive Office (HR/EX), which oversees the Department's use of the program. By late June, 8,814 of 25,442 eligible employees had signed up.

"We are extremely pleased with its success," said HR/EX Director William Schaal.

The PreCheck program allows pre-screened, low-risk passengers, such as Department employees with Top Secret clearances, to receive expedited screening at participating airports. That may reduce the time it takes to clear security and eliminate the need for the traveler to remove his/her shoes, jacket or belt; "3-1-1-compliant" bag from carry-on luggage; or a laptop from its bag.



Ambassador Hackett, second from left, poses with the three former ambassadors.
Photo by Antoinette Hurtado

Four Ambassadors Attend Reception

The U.S. Embassy to the Holy See hosted a reception in April for a presidential delegation and groups of American Catholics who were in Rome for the canonization of two former popes. The Vatican officially made former Popes John XXIII and John Paul II saints at an April 27 mass in St. Peter's Square.

Four U.S. ambassadors to the Holy See attended the embassy reception, including current Ambassador Ken Hackett and former ambassadors Miguel Diaz (2009-2012), James Nicholson (2001-2005) and Ray Flynn (1993-1997). Ambassador Hackett said the canonization was "an historic moment for Catholic faithful" and "an opportunity for the United States to reflect on the moments we shared with these transformational leaders."

The head of the presidential delegation, Counselor to the President John Podesta, joked in his remarks at the reception that it was a miracle such a bipartisan group could be gathered. Notables from both sides of the aisle in Congress were present, including former House Speaker Newt Gingrich and the current chairman of the House Democratic Caucus, Rep. Xavier Becerra.

Embassy Tbilisi Holds Safety Workshop

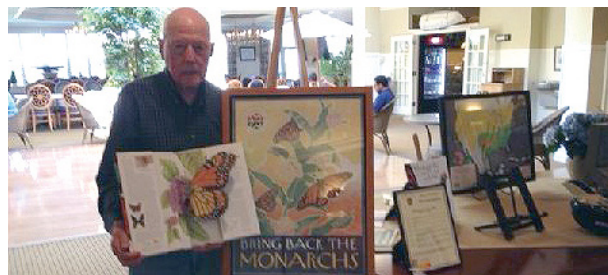
In April, the Regional Security Office (RSO) and Community Liaison Office (CLO) at the U.S. Embassy in Tbilisi, Georgia, jointly organized the post's first Kids Safety Workshop. The emergency readiness presentation was open to school-age Eligible Family Member children, and more than 25 attended.

They learned how to identify mobile patrol vehicles and members of the local guard force and police. They discussed making a family plan, for evacuating in case of fire or sheltering in place, and preparing a Go Bag. They also participated in a duck-and-cover drill and learned to do radio checks on the embassy-issued radios.

The workshop will become a routine part of RSO and CLO programming.

Retiree Helps Bees, Butterflies

Retired Foreign Service officer William J. Gehron recently convinced his retirement community in Lewes, Del., to support the dwindling bee population and reverse the precipitous decline in the number of local Monarch butterflies. Residents and staff responded, and the facility now has a thriving indoor-observation beehive housing some 9,000 bees, a population expected to grow to 60,000 within the year. The facility's butterfly garden has been certified an official Monarch Waystation. The beehive and garden will help ensure the preservation of two species of insects vital to the pollination of untold numbers of plants and flowers.



At his residential complex, Gehron displays a picture of a monarch butterfly.
Photo by Woody Seamone

Embassy Youths Play in Music Recital

Children of U.S. Mission Nigeria employees played Beethoven's "Moonlight Sonata," Scott Joplin's "Maple Leaf Rag" and Handel's chorus from "Judas Maccabaeus" on a grand piano at the U.S. Ambassador's residence in Abuja. Ten children, ranging in age from 5 to 13, took part in the May recital. They are all taking music lessons in Abuja, and some have studied piano, violin or saxophone for up to five years. "The recital allowed the children to display their talent and the mission community to enjoy good music," said economic officer Edward Waters, who organized the event.



Embassy children await their turns to perform in the recital.

State Department photo



Tucson Passport Center Director Matt Johnson shakes hands with Baylen following presentation of the proclamation.

Photo by Sarah Nale

Tucson Passport Staffer's Son a 'King'

Seven-year-old Baylen Washburn, the son of Robin (Rob) Washburn, a passport specialist at the Western Passport Center (WPC) in Tucson, Ariz., achieved his dream of visiting a real castle recently thanks to the Make-A-Wish Foundation of Arizona. Shortly after he was born, Baylen was diagnosed with Peter's Plus Syndrome, a rare congenital birth defect that only has about 200 confirmed cases worldwide.

A first grader who is especially interested in medieval times, castles, knights and tales of dragons, Baylen and his family, including big brother Bryson, 15, were sent by the foundation to Germany to meet family members he has only spoken to on the telephone and to become King for the Day of Munich's Neuschwanstein Castle, the model for the Disneyland Castle. "We are excited for Baylen; he has been counting down the days," said his mother, May-Britt, before the trip. King Baylen and his court arrived at the castle in a horse-drawn carriage and spent a day there.

Three days prior to their trip, the family stopped by WPC, where Director Matthew Johnson presented Baylen with a Department of State lapel pin and a signed proclamation rendering him king of "Tucsonia." Assistant Directors John Caveness and Carol Aguilar presented him with a coin and stuffed DOS teddy bear. On reading his official proclamation, Baylen said: "Wow, there are dragons [outside the kingdom], and now I can fight them with no problem."

Mission Peru Volunteers Build Home for Family

In May, 10 members of the U.S. Embassy community in Lima joined forces with the NGO named *Un TECHO Para Mi País* to build a home for a Peruvian woman and her two daughters, who had been living in a cardboard shack with a shower curtain for a door.

Carlos Greenberg, son of Assistant General Services Officer Ann DeLong, raised more than \$2,000 from 18 donors to fund the project and led the team that cleared the site, laid the foundation, raised the wall and did other work to build the house, including relocating electric wires and hanging a door. The finished house is solid and secure. Other volunteers included Lisa and Darrin Erwin, Karen Kuzis, Chris Meyer, Kiara Lopez, Gabriel Perez, Tommy Campana, Tor Potthecary and Ann DeLong.



At the house, members of the TECHO team take a break during construction.

Photo by Ann DeLong

Retirements

Foreign Service

Albright, Wendell I.C.
Anderson, Dennis S.
Ash, Pamela Irene
Barclay Jr., Charles V.
Beroud, Marc A.
Bisharat, Henry Louis
Bjorkdahl, Roger J.
Blagg, Carmen L.
Blane, Sharon E.
Bonner, Marilynne
Boyce, Marquis M.
Boyd, Ergibe A.
Breese, Terry Alan
Callinan, Sarah S.G.
Carrico, Margaret M.
Clark, Linda R.
Connor, Julie Gianelloni
Domowitz, Susan
Esteves, Deborah Ann
Ford, Robert Stephen
Fulton, Keith R.
Gutierrez, Peggy Diane
Harville, Susan R.
Jacobs, Janice Lee
John, Eric G.
Kaestner, Kimberly V.
Lish, Donald H.
Mahoney, Haynes Richard

Manuel, William J.
McCoy, Gretchen A.
Montoya, Gerald P.
Neher, Daniel E.
Nichols, Mark H.
O'Hare, Carlota
O'Malley, Michael Edward
Patterson Jr., Robert E.
Pines, Deborah G.
Powell, Nancy J.
Prokop, Mark Stephen
Quiram, Douglas P.
Ruddy, Patricia A.
Saint-Rossy Jr., Daniel T.
Seidenstricker, Madeline
Stum, David E.
Thomas, Michael David
Thompson, Wilbur Lee
Trimble, Carol
Turner, Courtney L.
Van Bebber, Christopher
Walker, Vivian S.
Ward-Stott, Ardis J.
Weber, Patrick H.
Wierman III, Frank E.
Wijesooriya, Aruna V.
Windes, Tommy L.
Wurr, Juliet

Civil Service

Balser Jr., John F.
Barton, Thomas G.
Betancourt, Edward A.
Browning, Robert S.
Burke, David Curry
Bush, Queen B.
Byrd, Patsy J.
Campbell, Andrea D.
Chavous Jr., Levi Calhoun
Chichester, Lois S.
Edwards, Patricia A.
Felizardo, Susana B.
Ferranti Jr., Charles P.
Forrest, Warren A.
Franko, Mary O'Boyle
Greeson, Patricia C.
Harrison, Vanessa D.
Herto, Alan Lee
Jenkins, Selina
Jerry, Joan E.
Johnson, Wanda L.
Kiel, Michael J.
Ksenich, Ann
Lepage, Kathleen J.
Linn, Priscilla R.
MacDonald, Christina M.
Makay Jr., Albert J.
Mazer, Stuart D.

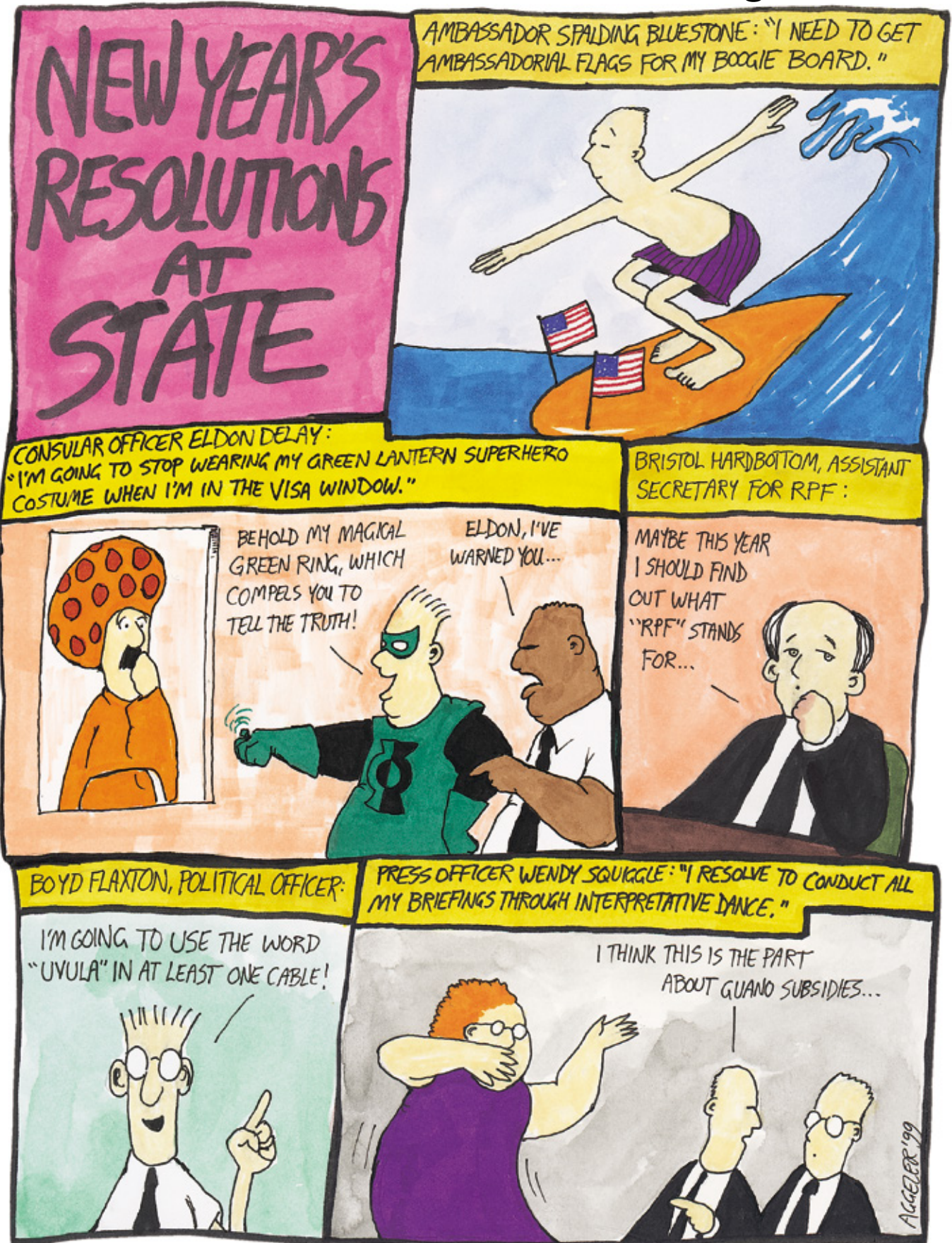
McGeachy, Joan Ellen
Milefsky, Raymond J.
Millette, James L.
Miura, Marin C.
Morris, Lorie J.
Murphy, Kathleen A.
Neal, Fredereck
Ossott, Sylvia Mercedes
Paik, Young
Parker, Sireta E.
Perez, Luis Andres
Powell, Shera F.
Ravnholt-Hankin, Meg C.
Razi, Tasnim
Shields, Barbara J.
Siljegovic, Kathleen C.
Singler, John E.
Stevens III, John E.
Tucker, Larry Glenn
Turner, James R.
Turnipseed, Anita D.
Urbanski, William P.
Wakefield, Darwin E.
Watson, Deborah
Wright, Iola Denise
Zhu, Jinpeng

Ethics Answers

Q: I am a GS-12 Civil Service employee working at Main State, and I know I am not supposed to support any partisan political party or candidate while on duty or using U.S. government resources. I never use my official email address or office telephone for these purposes. However, is it OK, during a brief coffee break in my office, to tweet from my personal phone about my favorite candidate?

A: No, it is not. The Hatch Act prohibits government employees from participating in partisan political activities while on government property. Because you are in your office, you may not tweet about your favorite candidate even on your personal phone. Employees abroad, career employees in the Senior Executive Service and political and presidential appointees are subject to additional restrictions, even when not on duty or on government property. For detailed guidance on political activities generally, review our guidance for various types of employees at <http://l.s.state.sbu/sites/efd/Pages/PoliticalActivities.aspx>.

Ethics Answers presents hypothetical ethical scenarios Department employees might face. For help with real ethics questions, email ethicsattorneymailbox@state.gov.



Originally published in January 2000.

Appointments



Bruce Heyman
U.S. Ambassador to
Canada



Puneet Talwar
Assistant Secretary for
Political-Military Affairs



Peter A. Selfridge
Chief of Protocol



Carlos Roberto Moreno
U.S. Ambassador to
Belize



Bruce Heyman of Illinois is the new U.S. Ambassador to Canada. Previously, he was regional managing director of the Midwest private wealth management group at Goldman Sachs, where he worked for 33 years. He has served as a board member for the Chicago Council on Global Affairs and Northwestern Memorial Hospital Foundation. He was an advisor to the Fix the Debt CEO Council of the Committee for a Responsible Federal Budget.

Suzan G. LeVine of Washington is the new U.S. Ambassador to the Swiss Confederation, to serve concurrently as Principality of Liechtenstein. Previously, she was co-founder of the Institute for Learning and Brain Sciences at the University of Washington. She also worked at Microsoft, where she promoted the teaching of 21st-century skills and worked with organizations dedicated to student inspiration and success. She has long been involved in social innovation and community organizing.

Carlos Roberto Moreno of California is the new U.S. Ambassador to Belize. Previously, he was an associate justice on the California Supreme Court. Before that, he was a U.S. district judge in the Central District of California, a Superior Court judge for Los Angeles County and a Municipal Court judge. Earlier, he worked at a law firm and served as deputy city attorney in Los Angeles. He was president of the Mexican American Bar Association.

Peter A. Selfridge of Minnesota is the new Chief of Protocol, with the rank of Ambassador. Previously, he was director of Advance and Operations at the White House. Before that, he was director of Advance for the Vice President. Earlier, he worked as Los Angeles city director at the Clinton Climate Initiative, as a public affairs consultant in the private sector and as director of Scheduling and Advance for John Kerry for President.



Suzan G. LeVine
U.S. Ambassador to
Switzerland



Joseph W. Westphal
U.S. Ambassador to
Saudi Arabia



Matthew H. Tueller
U.S. Ambassador to Yemen



Daniel W. Yohannes
U.S. Representative to
Organization for Economic
Cooperation and Development



Check out our online
magazine to watch a
video message from
featured ambassadors.

Puneet Talwar of the District of Columbia is the new Assistant Secretary for Political-Military Affairs. Previously, he was senior director for Iraq, Iran and the Gulf States at the National Security Council. Before that, he was chief Middle East advisor to Vice President Biden on the Senate Foreign Relations Committee. Earlier, he served on the State Department's Policy Planning Staff and as a foreign policy advisor in the House of Representatives.

Matthew H. Tueller (SFS) of Utah is the new U.S. Ambassador to the Republic of Yemen. Previously, he was ambassador to Kuwait. He was deputy chief of mission in Cairo and political minister counselor in Baghdad. He was also DCM in Kuwait and Doha, and chief of the U.S. Office in Aden. Other postings include Riyadh, London, Amman and deputy director of the Office of Northern Gulf Affairs.

Joseph W. Westphal of New York is the new U.S. Ambassador to the Kingdom of Saudi Arabia. Previously, he was under secretary of the Army and its chief management officer. He worked in both the U.S. House of Representatives and Senate for more than 12 years and at the Environmental Protection Agency, Army Corps of Engineers and departments of Interior and Defense. Earlier, he was chancellor of the University of Maine system.

Daniel W. Yohannes of Colorado is the new U.S. Representative to the Organization for Economic Cooperation and Development, with the rank of Ambassador. Previously, he was chief executive officer of the Millennium Challenge Corporation, an independent foreign aid agency that fights global poverty. Before that, he was president of M&R Investments, a firm specializing in financial services and renewable energy. He co-founded a bank to invest in environmentally sustainable businesses.

Obituaries



Richard E. "Dick" Brendley, 81, a retired Foreign Service communications specialist, died July 8, 2013, in Birch Bay, Wash., of lung cancer. He served in the Navy before joining the Department in 1963. His postings included Tokyo, Calcutta, Madras, Jakarta, Brussels, Helsinki, Riyadh, Stuttgart and Bangkok, plus temporary duty postings in Suva, Kampala and Colombo. After retiring in 1991, he settled in Birch Bay and became actively involved in local politics, his church and the Knights of Columbus.



Michael S. "Mike" Cruik, 85, a retired Foreign Service officer, died Feb. 23 in Vero Beach, Fla., after a long illness. He served in the Air Force before joining USAID in 1961. His postings included Pakistan, Afghanistan and Sudan. After retiring, he and his wife Bette remodeled and sold "handyman special" homes. He enjoyed tennis and volunteering with Meals on Wheels and The Humane Society.



John E. Dolibois, 95, former U.S. ambassador to Luxembourg, died May 2 at his home in Cincinnati, Ohio. He served in the Army during World War II and was a member of an Army Intelligence team that interrogated high-ranking Nazi war criminals before the Nuremberg War Crimes Trials. A native of Luxembourg, he served there as ambassador from 1981 to 1985, then retired to Oxford, Ohio.



Helen Ruth Holley, 92, a retired Foreign Service officer, died Oct. 29, 2013, in Florida. She served with the Navy WAVES during World War II and entered the Foreign Service in 1957. She served at various overseas posts, including Rome. She retired in 1980.



George Lockwood Kelly, 82, a retired Foreign Service officer, died May 18 in Dunwoody, Ga. He worked for the Department of Agriculture before entering the Foreign Service in 1960. His postings included Auckland, Asmara, Dusseldorf, Bern, Bonn and Buenos Aires. After retiring in 1986, he enjoyed traveling, genealogy, reading and spending time with his family.



T. Patrick Killough, 78, a retired Foreign Service officer, died May 14 of leukemia at his home in Black Mountain, N.C. His postings included Hong Kong, Afghanistan, Vietnam, Pakistan, Iraq, Germany and Suriname. After retiring in 1990, he moved to North Carolina, where he taught at political science at local colleges and was active in Rotary. He co-founded the first Rotary Club in Afghanistan in 1967.



Robert H. Kranich, 100, a retired Foreign Service officer, died May 19. He lived in Winchester, Va. He served in the Army during World War II and joined the Department in 1950. His postings, mostly in the political-military field, included Bonn and Wiesbaden, Germany. After retiring, he designed and built one of the first solar-powered homes in northern Virginia and founded an agency that linked job seekers with employers. He wrote environmental and political columns and enjoyed poker.



Joseph E. "Jay" Lake Jr., 49, son of retired Ambassador Joseph E. Lake, died June 1 in Milwaukie, Ore., after a six-year battle with colon cancer chronicled in his widely read cancer blog. He accompanied his father on postings to Dahomey, Taiwan, Nigeria and Bulgaria. He was an award-winning science fiction writer with more than 300 short stories and 10 novels published.



Michael J. Lippe, 70, a retired Foreign Service officer, died April 28 in Washington, D.C., after a long illness. He was a Peace Corps volunteer in Botswana before joining USAID. His postings included Ivory Coast, Kenya and Tunisia. After retiring in 1996, he worked as a contractor and traveled to Indonesia, Beijing and Prague. He provided pro bono legal services to political refugees. After being diagnosed with pancreatic cancer, he wrote a book with his doctor. He was an avid Washington Nationals fan.



Karl L. Mahler, a retired Foreign Service officer, died Jan. 17. He lived in Vero Beach, Fla. He traveled the world with his wife June, living and working in Yemen, Djibouti, Asia, Central America and Africa. Committed to doing what he thought was right and just, he volunteered his time and energy to numerous causes in politics and animal rights.



Emile F. Morin, 78, a retired Foreign Service officer, died April 22 in Lake Havasu City, Ariz. He served in the Marine Corps as an embassy security guard before joining the Foreign Service. During his 24-year career he served in Conakry, Sofia, Niamey, Beijing, Nassau, Moscow, Lisbon and Khartoum. He retired to Idaho in 1986 and moved to Lake Havasu City in 2010. He enjoyed renovating his homes, playing golf and visiting with old friends.



Rayda "Raydita" Nadal, 37, a Foreign Service office management specialist, died May 26 in Linköping, Sweden. She joined the Foreign Service in 2008 and served in Kuwait City, Kabul, Nassau and Moscow. She was an avid reader and writer, with an extensive collection of books, and an excellent gourmet cook. She was very sociable, and had a ready smile, quick wit and sense of adventure.



Tibor Nagy Sr., 93, a retired Foreign Service officer, died April 25 in Washington, D.C. A native of Hungary, he was honored as a "Hero of the 1956 Revolution." His postings with USAID included South Vietnam, Haiti, Italy, El Salvador and Bosnia and Herzegovina. He repaired infrastructure damaged by war and natural catastrophes. His son is retired Ambassador Tibor Nagy Jr., and his grandsons also work for the State Department.



Ahmed Ibrahim Osman, 67, an Arabic language instructor with the Foreign Service Institute, died May 9 of leukemia. A native of Sudan, he was a college lecturer and academic advisor with the embassies of Saudi Arabia and the United Arab Emirates before joining FSI. He was a community leader and scholar who loved his family, friends and garden and rich conversations over tea.



Ronald Soriano, 64, a former Foreign Service officer, died May 21 of Pick's Disease in Lebanon, N.H. He lived in Hanover, N.H. He worked for the U.S. House of Representatives Foreign Affairs Committee and as a legislative and trade specialist in the private sector before joining the U.S. Foreign and Commercial Service in 1995. His postings included Milan, Paris, Seoul, Tunis and Tel Aviv.



Robert L. Stettenbauer, 74, a former State Department communications officer, died March 4 in Camp Hill, Pa. He served with the Air Force and Federal Aviation Administration before joining the Department. He was posted to Istanbul, Shanghai, Mexico City and Djibouti, and accompanied his wife Grace on her Foreign Service assignments to Rome, Canberra and Jerusalem. He was a private pilot and loved flying, animals (especially dogs), Corvettes and travel.



John A. Warnock III, 79, a retired Foreign Service officer, died May 28 of complications related to Lewy body dementia in Chevy Chase, Md. During his 34-year career as a specialist in labor affairs, he was posted to Salzburg, Vienna, Munich, Hong Kong, Monrovia, Copenhagen, Paris, Tokyo, Bonn and London. He was an avid reader, archaeologist and artist. He loved to garden and travel.



Larry C. Williamson, 83, a retired Foreign Service officer, died April 11 from Lewy body dementia in Fairfax, Va. He served with the Marine Corps during the Korean War and joined the Foreign Service in 1958. He was ambassador to Gabon and also served in Freetown, Lusaka, Dar es Salaam, London and Nairobi. After retiring in 1994, he taught at the Defense Intelligence College, was active in his church and was a facilitator for Fairfax County's Domestic Abuse Prevention Program.



Leona Martha Ott "Lee" Wolffer, 94, widow of Foreign Service officer William Wolffer, died April 22 in Fort Myers, Fla. She accompanied her husband on postings to Amman, Kabul, Lahore and Islamabad. In retirement, they participated in and supported the Southwest Florida Symphony and Symphony Chorus.

Questions concerning employee deaths should be directed to the Office of Casualty Assistance at (202) 736-4302. Inquiries concerning deaths of retired employees should be directed to the Office of Retirement at (202) 261-8960. For specific questions on submitting an obituary, please contact Bill Palmer at palmerwur2@state.gov or (202) 203-7114. ■

End State



Pakistan

During a flood in Sindh, Pakistan, trees take on a ghostly appearance as millions of spiders taking refuge from rising waters fill the branches with layers of silken webbing.

Photo by Russell Watkins/Dept. for International Development



Russia

Spotlights illuminate the Russian Academy of Arts in St. Petersburg at dusk. The academy was founded in 1757, and promoted the neoclassical style and technique.

Photo by Dennis Jarvis





Nigeria

A boatman punts a pirogue through one of the dense forest swamps surrounding Lekki Lagoon in southern Nigeria.

Photo by Isaac D. Pacheco



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Jamaica

Surf breaks against a hidden cliff-side walkway in this HDR shot taken along the coast of Jamaica near Negril.

Photo by Chris Ford





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